

WORCESTERSHIRE LOCAL AREA AGREEMENT 2008-11 DELIVERY PLAN

Prepared by	Glyn Edwards, Development Manager – Supporting People	Revision date	July 2009
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SUMMARY

Theme	Priority	Theme Group	Management Group Lead	Partners	Cross-Cutting Theme
Improving health and wellbeing	To improve the quality of life and independence of older people and those with a long-term illness	Health & Wellbeing	Frances Howie, Worcestershire PCT	Worcestershire County Council, District Councils, West Mercia Probation Trust, PCT, VCS	Promoting Community Cohesion

Indicator	Description	Purpose	Indicator Lead
NI142	Percentage of vulnerable people who are supported to maintain independent living	To measure the extent to which the housing related support prevents service users from moving into institutional care.	Glyn Edwards

Baseline	2008/09 Target	2009/10 Target	2010/11 Target	Target
97.52%	98.01%	98.01%	98.02%	Designated

CONSIDERATIONS

Is this priority dependant on any other LAA priorities?	LAA Priority	Theme Group	Arrangement for managing dependency
	N/A	N/A	N/A

Have equality and diversity considerations been made?	As a commissioning function we support all of our providers to undertake an equality impact assessment on their provision. This is also an element of the Supporting People review process – every procured service through Supporting People will have a schedule of a review periodically/or when needed. We have also developed a partnership arrangement of support from the County Corporate Diversity Manager to provide training and guidance on Equality and Diversity, in addition to Equality Impact Assessments for our providers throughout 2009/10.
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	Risk	Current Impact	Current Likelihood	How managed
What are the significant risks associated with this priority?	The client groups who enable us to meet this priority are often very vulnerable and therefore the achievement of this priority can be difficult to manage – specifically as some of the client groups are very "chaotic".	Currently we have been able to meet target, if slightly exceed.	The likelihood is high (though we have strong arrangements in place to control this as best as possible).	We have excellent partnership arrangements with providers, and all providers are aware of the need to ensure they achieve as many positive outcomes as possible. Continual checks are in place to ensure outcomes data is accurate and representative..
	Failure to meet this priority would lead to a greater percentage of our 15,000+ service users having reduced independence and being increasingly vulnerable/chaotic. Failure to meet the service users needs at an earlier stage would potential lead to great costs on partners when supporting them at the point of crisis.	Less than 2% of our service users recording into this priority struggle to achieve independence to some degree (considering our client groups can be extremely chaotic at the point of contact)	Some of the client groups are more likely to report a negative outcome (ie homelessness) than more stable client groups (the elderly).	As above.

Is this priority delivered through or dependant on any other policy, plan or strategy?	Policy, plan or strategy	Responsible Theme Group or organisation	Arrangement for managing dependency
	Supporting People 5 year strategy (2005 – 2010)	Supporting People Commissioning Body	Supporting People Commissioning Body

<p>What arrangements are in place for managing performance of this priority?</p>	<p>Regular provider meetings ensure the provider is meeting expected outcomes and to also ensure that we as commissioners are aware of recent risks faced by the provider in achieving this target. We also carry out quarterly contract reviews supported with an analysis of outcome achievements – which feeds into our risk management process. Any provider that is unable to meet the contracted arrangement to deliver against this priority will be supported by the SP team where possible and if the risk is significant we would schedule a review of the service which would provide the provider with recommendations to improve. In addition, Supporting People Commissioning Body meets bi-monthly to acknowledge progress and new commissioning plans – SPCB is the governing body, and will authorise the action required to maintain the achievement of this National Indicator.</p>
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ACTIVITY PLAN

Action	Who	Milestones / Success Measure	When	Resource Implications	Commentary
<p>To commission activity which supports vulnerable client groups within Worcestershire to create/sustain independent living</p>	<p>Supporting People Commissioning Body, and Glyn Edwards (SP Lead)</p>	<p>98.01% of vulnerable people have reported levels of independent living</p>	<p>Ongoing</p>	<p>(2009/2010) £14,984,323</p>	<p>Currently, we are reporting above target levels of 98.04% providing support to over 15,000 service users (08/09 figures).</p>
<p>To complete a needs analysis of target client groups receiving or potentially needing support within Worcestershire.</p>	<p>Glyn Edwards (SP Lead), and David Onions, Research and Intelligence</p>	<p>By the end of the financial year to have mapped all client groups currently being supported, providing social return on investment figures in addition to aligning activity to LAA and SPCB priorities</p>	<p>March 2010</p>	<p>Time and partnership agreement between SP and R&I, and members of the SPCB.</p>	<p>The first Social Return on Investment report (in draft) will be ready by December '09'. A final report will be ready by the beginning of January illustrating alignment to the LAA and SPCB priorities, and providing a steer for future commissioning activity in accordance to need within Worcestershire</p>

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The monitoring and management of quarterly data supplied by providers – which provides us with our %.	Glyn Edwards (SP lead), David Onions (R&I)	Quarterly report presented to the SPCB and copy available for the Theme Group illustrating the delivery of services at that point for each client group.	6/8 weeks post every end quarter.	SP Contracts Officer time, SP Lead time, and partnership commitment with R&I.	It can often take 4 weeks after each quarter to collate a 100% rate on outcomes achieved from all providers, and subsequently 6/8 week time frame is required. (Worcestershire is one of the only SP administering authorities to receive 100% outcome returns.)
To provide support to our Provider Forum on the recording of outcome information and data, and ensuring its accuracy and timeliness receipt.	Glyn Edwards (SP Lead), and the Chair of the SP Provider Forum	Training delivered, through to production of toolkits and materials, and 1:1 sessions	Ad Hoc 1:1 sessions, toolkit updated and scheduled training sessions for providers.	SP Contracts Officer Time, SP Lead time and the commitment of the SP Provider Forum	Currently, we have excellent response rates from Providers – however we are keen to maintain this (especially given that people leave organisations and systems may not always be passed on).
Recruit a Policy & Development officer to work with Housing providers to provide housing and support for substance misusers	DAAT	Post recruited	September 2009	£35,000 per year (already sourced)	DAAT are about to recruit to this post
Ensure housing and housing related support is provided for alcohol users at all stages of their journey	DAAT / Supporting People	Increase in the no. of units provided for alcohol misusers	Ongoing		Good practice visits currently taking place to look at hostels where drinking is allowed in a controlled way.

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Monitor performance of SP services delivered through Adult Social Care and take corrective action as needed	Maria Hicks (Adult Social Care, WCC)	98.02%	Ongoing	Staff time within adult social care	Current performance – PDSS – 100%; OPSS 97.12%