

## Appendix 8: KLOE self-assessment - Communication &amp; Engagement action plan

KLOE Ref.	Key Line Of Enquiry (KLOE)	Evidence	Actions Required	Deadline	Resp.
1.0	<b><u>GOVERNANCE &amp; PARTNERSHIPS</u></b>				
1.2	<b><u>Commissioning Body or equivalent</u></b> Opportunities for service user input and feedback.	Service specification for Service User Involvement Project (SUIP) included a requirement for capacity building for service users to enable meaningful involvement in governance of SP.	Review of Governance arrangements to be carried out to develop proposals to achieve involvement from service users.  SUIP to be monitored against agreed action plan targets	Jan 2010  6 weekly meetings	SPDM (Supporting People Development Manager)
1.3	<b><u>Core Strategy Group or equivalent</u></b> Representation from key stakeholders – providers and service users effectively engaged	CSDB meetings held at SP schemes, with providers & service users invited to attend 'open' part of meeting.	Review of Governance arrangements to be carried out to develop proposals to ensure full engagement with stakeholders – including links to SSPs and LITs	Jan 2010	SPDM
1.6	<b><u>Service Providers</u></b> Regular briefings, provider -led forum, support for small providers, provider expertise accessed by ALA, level playing field between internal & external providers, partnership role with providers can be	Social Inclusion Forum meeting now being chaired by providers.  Bi-annual inclusive forums held. Sept 09 forum focussed on sharing good practice around Service User Involvement (SUI) Marketplace at forums allows for networking of providers Feedback sought from providers after forum and acted on for	To consult providers on implementation of revised format for outcomes reporting.  To encourage providers to lead on agenda setting for future forums.  Include examples of good practice obtained from service reviews within future newsletters	Dec 2009  Feb 2010  Feb 2010	SPDM

	evidenced, CLG outcomes framework successfully adopted and understood, evidence of continuous service improvements, providers able to identify programme delivery improvements as a result of consultation process	future events  SP newsletter “revamped” Sept 09 to include more information on current services and to request input from providers.  Outcomes framework adopted – training given to providers. Format for reporting reviewed Sept 09 to make links to outcomes more explicit.	Produce a consultation document for the commissioning and procurement plan.	Dec 2009	
<b>3.0</b>	<b><u>DELIVERY ARRANGEMENTS</u></b>				
<b>3.6</b>	<b><u>Individual Budgets/Direct Payments</u></b> Staff trained and issues discussed with partners including providers and service users.	Specific team within Halton BC which encourages and implements direct payments for service users.  SP funding has contributed towards projects to encourage take-up of direct payments	Review levels of knowledge around Individual Budgets within SP and contracts team and provide training as required.  Liaise with team leading on personalisation for HBC to obtain relevant information and to agree most appropriate communication with providers and service users.	March 2010  March 2010	SPDM
	Identify, capture and disseminate positive practice from providers and service users.	Good practice information captured within service reviews	Improve methods of disseminating good practice via newsletters or website - consult with providers and service users about the most appropriate methods	March 2010	SPDM

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4.0	<b><u>COMMISSIONING, PROCUREMENT &amp; QUALITY ASSURANCE</u></b>				
4.5	<b><u>Quality Assurance</u></b> Service users understand the QAF and its implications for their services.		Article explaining the QAF from a user perspective in the SP Newsletter.  Newsletter article to be placed on SP website.  Specific service user session on the QAF at the Inclusive Forum.	Feb 2010  Feb 2010  March 2010	SP Publicity & Information Officer   SPDM
5.0	<b><u>VALUE FOR MONEY (VFM)</u></b>				
5.2	<b><u>Methodology for Contracted Services (VFM)</u></b> Services users, advocates and carers have been involved and understand the process. Views have been sought from providers and service users and this has informed the approach.		Communication group to consider how best to inform and involve people in the VFM approach.	June 2010	Communication group

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6.0	<b><u>SERVICE USER INVOLVEMENT</u></b>				
6.1	<p><b><u>Opportunities</u></b> Expertise has been sought to enable involvement.</p> <p>Wide range of opportunities identified and used – to disseminate information and to enable the active participation of service users in the planning and review of services.</p>	<p>HBC are members of the North West Supported Housing Strategic Group and the Regional Supported Housing Group.</p> <p>Consultants (Tribal Group) carried out a service user involvement assessment in 2008 and their recommendations have been incorporated into this action plan.</p> <p>SP funded contract in place Sept 09 for specialist provider to engage with service users and to link with service providers on their SU involvement activity. Currently have residential and domiciliary groups operating.</p> <p>Inclusive Forum is held biannually currently for stakeholders and providers but will also include service users from Spring 2010.</p>	<p>Attend North West SPSG meetings</p> <p>Attend SP Operational Group</p> <p>Monitoring of SUIP contractor North West Advocacy Service (NWAS)</p> <p>Develop representative service user and advocacy groups;</p> <ul style="list-style-type: none"> <li>- Care and Support</li> <li>- Older People</li> <li>- Socially Excluded</li> <li>- Advocacy</li> </ul> <p>Hold bi-annual inclusive forum for users, stakeholders and providers. Involve users in the organisation and running of the “Inclusive Forum”.</p>	<p>Quarterly</p> <p>Bi-monthly</p> <p>6 weekly</p> <p>March 2010</p> <p>March 2010</p>	<p>SPDM</p> <p>Contract Officer</p> <p>SPDM</p> <p>SPDM</p>

	All vulnerable groups can access information on user involvement.	New BME service commissioned from Nov 08. Part of remit is to ensure service users are able to access appropriate information  SUIP – remit includes ensuring information is accessible	Set up Communication sub-group including external stakeholders and service users.  Carry out Equality Impact Assessment on communication plan as part of remit of communication sub-group	Feb 2010  March 2010	Communication group
<b>KLOE Ref.</b>	<b>Key Line Of Enquiry (KLOE)</b>	<b>Evidence</b>	<b>Actions Required</b>	<b>Deadline</b>	<b>Resp.</b>
<b>6.1 cont.</b>	SP is integrated into established forums.  Carers and advocacy groups actively engaged.  Evidence of outcomes - improvements in programme delivery and services as a direct result of user	Tender process on service user involvement and advocacy completed and provider appointed with effect from 1 <sup>st</sup> September 2009.  Database of provider service user involvement has been collated.  SUIP action plan framed around outcomes.	Implementation of proposals following governance review to ensure appropriate links with local groups and LITs  Update and develop the database of provider service user involvement to allow links to contract review process.  Agree local performance indicators for carer/advocacy engagement.  Report to be submitted to the SP Commissioning Body twice yearly evidencing the impact users views has had on operations and policy.	March 2010  Dec 2009  Dec 2009  Dec 2009  June 2010	SPDM  SPDM/ North West Advocacy Service (NWAS)  SPDM

<p>6.2</p>	<p>involvement.</p> <p><b><u>Involvement in contracting and monitoring</u></b>          Service users, their carers and advocates are kept informed: their views are sought and are actively involved in procurement and contract monitoring arrangements. Service users are provided with feedback following monitoring and improvement planning and delivery</p>	<p>Service user feedback is sought on individual services as part of the contract review process</p> <p>SP newsletter has been “revamped” and article included seeking input from readers.</p>	<p>SUIP to link with existing forums and develop new ones where appropriate so that there are clear mechanisms for service users and their advocates to be engaged.</p> <p>Development of service user reviewing of SP funded services</p> <p>Different methods to be implemented to ensure meaningful engagement eg. questionnaires, peer reviewing.</p>	<p>To be agreed as part of SUIP action plan</p>	<p>SPDM/NW AS</p>
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6.2 cont.	Training is in place to improve the capacity of service users to participate.	Service specification of SUIP included a requirement to deliver training to service users to build capacity for active engagement.	Agreed training plan to be developed with NWAS  Put systems in place to monitor the effectiveness of the training.	To be agreed as part of SUIP action plan	SPDM/NWAS
6.3	<p><b><u>Outcomes from user involvement</u></b> Evidence is available to show the impact of user involvement.</p> <p>Specialist advocacy and support groups' expertise has been sought and secured. CSG regularly review the arrangements and report progress to CB.</p>	<p>SUIP to include agreed PIs and outcomes measures to show the impact of the service.</p> <p>SUIP specification included a requirement to produce a quarterly newsletter</p> <p>SUIP contract in place from 1<sup>st</sup> Sept 2009</p> <p>CSDB and CB have been kept informed of progress of SUIP to date</p>	<p>Measurable local performance indicators to be drawn up in conjunction with service users.</p> <p>Quarterly SP newsletter to include a section written on involvement and outcomes on an ongoing basis.</p> <p>To agree format and reporting frequency for SP CSDB to receive regular reports against agreed performance indicators.</p> <p>To agree format and reporting frequency for SP Commissioning Body to receive regular reports against agreed performance indicators.</p>	<p>In line with SUIP action plan</p> <p>Feb 2010</p> <p>Dec 2009</p> <p>Dec 2009</p>	<p>SPDM</p> <p>SP Publicity &amp; Information Officer</p> <p>SPDM</p>
KLOE	Key Line Of Enquiry	Evidence	Actions Required	Deadline	Resp.

Ref.	(KLOE)				
7.0	<b><u>ACCESS TO SERVICES &amp; INFORMATION</u></b>				
7.2	<p><b><u>Information</u></b>            Accessible information is available to existing and potential service users.</p> <p>Formats are sensitive to the diverse needs of Supporting People service users – developed with input from service users</p>	<p>Information is available in print and on Halton’s SP website including a link from CLG’s site.</p> <p>The SP Directory has been reviewed and updated and the leaflet about Supporting People has also been reviewed and is available for wide distribution.</p> <p>SP newsletter been reviewed to ensure more information and greater accessibility.</p> <p>All documents on the website can be easily translated into common local languages using the “Babel Fish” application.</p> <p>Halton’s Direct Link and call centre has access to Languageline.</p> <p>All documents are offered in different formats.</p> <p>Website offers translation services</p>	<p>Make users and potential users aware of the Council’s;</p> <ul style="list-style-type: none"> <li>- interpreter service</li> <li>- document translation service</li> <li>- signing and hearing loop service.</li> </ul> <p>Where appropriate, produce publications/leaflets based on Super Groups.</p> <p>Publications/Leaflets required;</p> <ul style="list-style-type: none"> <li>- Fairer Charging</li> <li>- FAQ (website)</li> <li>- SU Involvement newsletter</li> </ul> <p>Make information available at;</p> <ul style="list-style-type: none"> <li>- SP Providers</li> <li>- Direct Links</li> <li>- CAB</li> <li>- Libraries</li> <li>- Doctor’s surgeries</li> </ul> <p>Communication group to look at this – will also form part of Equality Impact Assessment</p>	<p>Dec 2009</p> <p>Feb 2010</p> <p>Feb 2010</p> <p>Dec 2009</p> <p>Jan 2010</p> <p>April 2010</p>	<p>NWAS</p> <p>SPDM</p> <p>NWAS</p> <p>SPDM/NWAS</p> <p>SPDM/ NWAS</p>



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7.2 cont.	Regular reviews and revisions take place including to the Better Care:Higher Standards Charter. – reviewed in partnership with service users, carers and advocates	Documents and website reviewed Sept 09.	Review all SP Publications (including website) annually for accuracy and conformity.  Communications group to draw up action plan and timetable for reviews of specific documents.  Include input from service users and carers via appropriate forums.	Annually	SPDM/ NWS  Communication group  NWS
7.3	<b><u>Directory of Services</u></b> The directory of services can be accessed via the CLG hub and at local information points.  The Directory is up-to-date and provides clear information on access with contact details.  It is produced and reviewed in partnership with providers, service users and advocacy groups.	Directory reviewed and updated Sept 09 and launched at Inclusive Forum.  Link set up on CLG hub to Halton's SP page and directory Directory updated Sept 09 with icons and clear contact details to improve clarity and accessibility for all users  Providers and other stakeholders have been asked to provide comment on the format of the directory.	Directory to be distributed more widely to local community facilities such as health centres.  To be reviewed annually  Directory to be updated annually. Communication group to consider how best to involve service users and advocates in review process	Nov 2009  Sept 2010  June 2010	SPDM  SP Publicity & Information Officer  Communication group
7.4	<b><u>Website</u></b> The ALA's website has accessible information available.	Up to date information on Halton documents, events and performance reporting dates is available.	Publicity & Information Officer to maintain website as part of ongoing workplan	Ongoing	SP Publicity & Information Officer

	Information is easy to find and the website is easy to navigate.	A link has been set up on the CLG website to access Halton's SP site with clear links to relevant documents and other websites.	Publicity & Information Officer to maintain website as part of ongoing workplan	Ongoing	SP Publicity & Information Officer
<b>KLOE Ref.</b>	<b>Key Line Of Enquiry (KLOE)</b>	<b>Evidence</b>	<b>Actions Required</b>	<b>Deadline</b>	<b>Resp.</b>
<b>7.4 cont.</b>	Clear links to other pages and web sites including those of partners.	Some relevant website links are highlighted on the Halton site.	Consider linking to wider range of relevant websites on issues such as service user involvement	Jan 2010	SP Publicity & Information Officer
<b>8.0</b>	<b><u>DIVERSITY</u></b>				
<b>8.3</b>	<b><u>Cultural Sensitivity</u></b> Gaps in provision have been identified in partnership with users, potential users, their advocates, carers and representative groups.	New service to support the BME community has been operating since November 2008 as this was identified as a gap in provision.  Other gaps in provision have been filled by short-term bid proposals	To develop mechanisms for identifying gaps in provision in partnership by linking to appropriate community groups.	March 2010	SPDM
<b>9.0</b>	<b><u>OUTCOMES FOR SERVICE USERS</u></b>				
<b>9.1</b>	<b><u>SP Improvements</u></b> Service users are involved and engaged in service improvements.	SUIP remit includes an expectation to develop peer reviewing of SP services.	Monitoring of SUIP to ensure this outcome is achieved.	6 weekly meetings	SPDM

<p>9.4</p>	<p><b><u>Outcome Measurement</u></b>          Outcomes from monitoring arrangements are shared with partners including service users.</p>		<p>Develop enhanced outcomes monitoring framework as part of review of performance reporting, including consultation with partners and case studies.</p> <p>Agree method of reporting these outcomes to partners and services users.</p> <p>Include a section in the quarterly SP Newsletter and on SP website about outcomes and good practice.</p> <p>Report to appropriate groups on outcomes.</p>	<p>Jan 2010</p> <p>Jan 2010</p> <p>Feb 2010</p> <p>In line with meeting dates</p>	<p>SPDM</p>
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