

## Appendix A - Cambridgeshire Supporting People Client Involvement and Empowerment Action Plan 2009/2010

Proposal	Outcome	Responsibility
<ul style="list-style-type: none"> <li>Develop and implement Client Involvement and Empowerment Strategy in consultation with Providers and Clients</li> </ul>	<ul style="list-style-type: none"> <li>Strategy is in place which clearly outlines Cambridgeshire County Council's Supporting People team's position</li> </ul>	<ul style="list-style-type: none"> <li>Supporting People Team</li> <li>Providers</li> </ul>
<b>Measure:</b>	<ul style="list-style-type: none"> <li>Strategy to be drafted by April 2009</li> <li>Draft to be sent to Providers for consultation by May 2009</li> <li>Providers to include Client s, Client panels/groups in the consultation by July 2009</li> <li>Feedback from Providers and Clients to be examined and taken into account for the final document in July 2009</li> <li>Strategy to be presented to the Commissioning Body on 5<sup>th</sup> August 2009</li> <li>Strategy is in place by August 2009</li> </ul>	
<b>Progress:</b>  <b>ON-GOING</b>	<ul style="list-style-type: none"> <li>The strategy was drafted in March 2009</li> </ul>	

Proposal	Outcome	Responsibility
<ul style="list-style-type: none"> <li>• To provide general up to date information on Supporting People in plain language that is easy to access by all current/potential Clients. Also, to make the information available in a range of formats and languages.</li> </ul>	<ul style="list-style-type: none"> <li>• Clients are able to access and understand Supporting People information</li> <li>• Clients are better informed about services and how to access them</li> <li>• The community as a whole has a better understanding and awareness of the Supporting People programme</li> </ul>	<ul style="list-style-type: none"> <li>• Supporting People Team</li> </ul>
<b>Measure:</b>	<ul style="list-style-type: none"> <li>• Produce general up to date information leaflet by March/April 2009</li> <li>• Ensure the leaflet could be made available in different formats and community languages on request</li> <li>• Post information on Cambridgeshire County Council's Supporting People website by May 2009</li> <li>• Circulate leaflets to all providers, partner organisations, information access points; e.g. libraries, CABs, Housing offices, GPs, Social Services, Police Stations, Community Centres, Adult Education place – on an ongoing basis</li> </ul>	
<b>Progress:</b> <b>ON-GOING</b>	<ul style="list-style-type: none"> <li>• Current leaflet produced in April 2009</li> <li>• Leaflet is available in different formats/languages and can be obtained by contacting <b>01480375361</b></li> <li>• Leaflet is available on line at <a href="http://www.cambridgeshire.gov.uk/social/supportingpeople">http://www.cambridgeshire.gov.uk/social/supportingpeople</a></li> <li>• Circulation of leaflets within Cambridgeshire has begun in April 2009</li> </ul>	

Proposal	Outcome	Responsibility
<ul style="list-style-type: none"> <li>• Review the current map of all SP Provider consultation groups, fora, newsletters and consult with Clients regarding forming a Supporting People Involvement Group. Also, establish the extent to which Clients want to become involved and how this can be best facilitated by the Supporting People Team.</li> </ul>	<ul style="list-style-type: none"> <li>• Involvement is as efficient and not duplicated</li> <li>• SP Clients gain access to existing channels and ensure County wide representation for Client Involvement Group</li> <li>• SP team will have an understanding of level, ways and frequency of Clients' desired involvement as well as their support needs to achieve that.</li> </ul>	<ul style="list-style-type: none"> <li>• Supporting People Team</li> <li>• Providers</li> </ul>
<b>Measure:</b>	<ul style="list-style-type: none"> <li>• SP to make contact with existing groups, fora by July 2009</li> <li>• Consult with Clients on their desired level of involvement and support needs by July/August 2009</li> <li>• Draw conclusions on consultation and secure representation for the Client Involvement Group by July/August 2009</li> </ul>	
<b>Progress:</b>  <b>ON-GOING</b>		

Proposal	Outcome	Responsibility
<ul style="list-style-type: none"> <li>• Carry out targeted work with Black and Minority Ethnic (BME) Clients and potential Clients</li> </ul>	<ul style="list-style-type: none"> <li>• Understand the needs of the (BME) communities including possible barriers to accessing services</li> <li>• Get the (BME) community involved with the Client Involvement Group as well as with shaping existing and future services in Cambridgeshire</li> </ul>	<ul style="list-style-type: none"> <li>• Supporting People Team</li> <li>• Providers</li> </ul>
<b>Measure:</b>	<ul style="list-style-type: none"> <li>• Make contact with specialist organizations/groups from by June 2009</li> <li>• Design appropriate methods of consultation by July 2009</li> <li>• Consult and secure representation for the Client Involvement Group by July/August 2009</li> <li>• Ensure that all providers have Equalities Action Plan in place as a minimum requirement, and support providers to achieve Equality Impact Assessment</li> </ul>	
<b>Progress:</b> <b>ON-GOING</b>	<ul style="list-style-type: none"> <li>• The SP team have made a number of contacts with Cambridge Chinese Community Association and Indian Community Association</li> <li>• A joint workshop in partnership with Welfare Benefits and Advice Service, Assisted Technology Service and Independent Living Fund was organized for Chinese Community and is due to take place in June 2009</li> </ul>	

Proposal	Outcome	Responsibility
<ul style="list-style-type: none"> <li>• Carry out targeted work with hard to reach groups, e.g. Traveller and Gypsy people, homeless people, young people, women fleeing domestic and sexual violence</li> </ul>	<ul style="list-style-type: none"> <li>• Understand the needs of these groups of people including possible barriers to accessing services</li> <li>• These groups are represented in Client Involvement Group and involved with shaping existing/future services</li> </ul>	<ul style="list-style-type: none"> <li>• Supporting People Team</li> <li>• Providers</li> </ul>
<b>Measure:</b>	<ul style="list-style-type: none"> <li>• Research is undertaken and best practice is investigated by June 2009</li> <li>• A clear plan is produced looking specifically at hard to reach groups by July 2009</li> <li>• Work is undertaken on an ongoing basis</li> </ul>	
<b>Progress:</b>  <b>ON-GOING</b>	<ul style="list-style-type: none"> <li>• Consultation with Foyers currently in progress</li> <li>• Consultation Women's Aid and Refuge currently in progress</li> </ul>	

Proposal	Outcome	Responsibility
<ul style="list-style-type: none"> <li>• Encourage and assist Clients to form a Client Involvement Group with clearly identified roles that could undertake tasks such as peer reviews and/or cross provider reviews, assist SP staff in creating newsletters and attending the decision making meetings</li> </ul>	<ul style="list-style-type: none"> <li>• To formalise the Client Involvement</li> <li>• To link the Client Involvement Group with the Provider Forum in a structured way</li> </ul>	<ul style="list-style-type: none"> <li>• Supporting People Team</li> <li>• Providers</li> <li>• Clients</li> </ul>
<b>Measure:</b>	<ul style="list-style-type: none"> <li>• Form Client Involvement Group by August 2009</li> <li>• Divide activities amongst the group members according to interest and/or ability and create Role Descriptions for Clients accordingly in August 2009</li> <li>• Consult with members of the group on training needs in order to accomplish work in August 2009</li> <li>• Plan training in August/September 2009</li> <li>• Deliver training starting from September 2009</li> <li>• Support the Client Involvement Group to actively work with the Provider Forum and the Supporting People Team</li> </ul>	
<b>Progress:</b> <b>ON-GOING</b>	<ul style="list-style-type: none"> <li>• Two 'Critical Friends' are on board for the Involvement Group (April) and they will be assisting with getting more Clients on board by assisting the SP team with meeting with Client groups and talking about their involvement.</li> </ul>	

Proposal	Outcome	Responsibility
<ul style="list-style-type: none"> <li>• Seek to involve Clients wherever possible through existing involvement structures, e.g. support plans, involvement with providers, reviews, consultations, commissioning etc</li> </ul>	<ul style="list-style-type: none"> <li>• Clients are involved in different ways and at variety of levels that shape service provision as well as their own, individual support, contributions and achievements</li> </ul>	<ul style="list-style-type: none"> <li>• Supporting People Team</li> <li>• Providers</li> <li>• Clients</li> </ul>
<b>Measure:</b>	<ul style="list-style-type: none"> <li>• Clients have support plans they have directly had an opportunity to shape</li> <li>• Clients have an input and influence their providers in their operational activities</li> <li>• Clients are involved in reviewing, remodelling, decommissioning and commissioning of services</li> <li>• Clients attend relevant strategic meeting and are involved in the decision making process</li> <li>• SP team and Providers offer feedback to Clients where appropriate</li> <li>• Improvements are made accordingly</li> </ul>	
<b>Progress:</b> <b>ON-GOING</b>		

Proposal	Outcome	Responsibility
<ul style="list-style-type: none"> <li>• Set up a regular mechanism for Providers to share best practice regarding Client Involvement (possibly Provider Forum)</li> </ul>	<ul style="list-style-type: none"> <li>• Best practice is shared and encouraged</li> </ul>	<ul style="list-style-type: none"> <li>• Supporting People Team</li> <li>• Providers</li> </ul>
<b>Measure:</b>	<ul style="list-style-type: none"> <li>• Client Involvement to be a regular item on Provider Forum agenda by September 2009</li> <li>• Best practice is shared on an ongoing basis</li> <li>• Client Involvement Group to be represented in the Provider Forum meetings and to have direct involvement/influence in relation to involvement initiatives as well as all other issues discussed</li> </ul>	
<b>Progress:</b>  <b>None at present</b>		

Proposal	Outcome	Responsibility
<ul style="list-style-type: none"> <li>Supporting People team to be involved in any Supporting People East Region Group (SPERG) work on Client Involvement and Empowerment</li> </ul>	<ul style="list-style-type: none"> <li>The SP team will be able to learn from other authorities and become involved in regional initiatives</li> </ul>	<ul style="list-style-type: none"> <li>Supporting People Team</li> </ul>
<b>Measure:</b>	<ul style="list-style-type: none"> <li>The SP team to attend regional meetings/conferences on a regular basis</li> <li>The SP team contribute to the initiatives of SPERG</li> </ul>	
<b>Progress:</b> <b>ON-GOING</b>	<ul style="list-style-type: none"> <li>The SP team is represented at SPERG meetings on a regular basis.</li> </ul>	

