

Sample Improvement Plan for Contract Management Meetings with SP

March 2009

Part 1 – Strategic Relevance

Strategic Relevance Indicators	Issues identified	Action	Responsibility	Target Date
<p>Service Aims and Objectives: The service has clearly defined aims and objectives to support vulnerable people in a housing environment</p>	<p>The service has drifted from original purpose and is not achieving it's stated aims and objectives</p>	<p>Engagement with relevant strategic lead to revise service aims and objectives and ensure strategic fit</p>	<p>Provider Lead Officer</p>	<p>Sept 2009</p>
<p>Contribution to Strategies: The service contributes to the achievement of national and local strategies e.g.</p> <ul style="list-style-type: none"> ○ Homelessness Strategy ○ Drug & Alcohol Strategy ○ Strategic agenda for Older People ○ HSCT strategic objectives for Mental Health ○ Policies for Young Vulnerable People ○ Legislation/Policies for Care Leavers ○ PBNI Accommodation Strategy 	<p>The service does not contribute to or support the delivery of the objectives of national and local strategic policy documents for the relevant client population</p>	<p>Engagement with SP Area Lead to agree course of future action for service</p> <p>Develop and maintain formal arrangements with local strategic leads to ensure ongoing contribution to national and local agenda</p>	<p>Provider and SP Area Lead Officers</p>	<p>Sept 2009</p>

Strategic Relevance Indicators	Issues identified	Action	Responsibility	Target Date
<p>Eligible Housing Support: The service is provided to develop or sustain capacity to live independently in accommodation or to gain access to appropriate accommodation</p>	<p>Social care activities are being delivered within the service which are not eligible for SP funding and which exceed the respective funding contribution from the HSCT</p>	<p>The level of housing related support as a proportion of the total service should be reviewed</p>	<p>Provider, SP and Strategic Lead Officers</p>	<p>Dec 2009</p>
<p>Access and Referral: Access and referral arrangements for the service reflect the specified client population</p>	<p>Access and referral criterion are too specific resulting in excessive refusals to service</p>	<p>Revise access and referral criterion to reflect local needs of target population</p>	<p>Provider and Strategic Lead Officers</p>	<p>Sept 2009</p>
<p>Capacity and Demand There is a clearly identified need and demand for the type of service from the client group in the operating locality</p>	<p>Service is consistently operating below acceptable performance parameters for service utilization and throughput</p>	<p>Improve utilisation of services by: Reviewing Eligibility Criteria Developing formal working arrangements with referral agencies Improving throughput of service</p>	<p>Provider and Strategic Lead Officer</p>	<p>Nov 2009</p>

Part 2 – QAF Action Plan

Aim: Achieve Performance Level A for C1.1 Assessment and support planning

Standard	Action	Resource Requirement	Responsibility	Target Date
No. 2 Mechanisms are in place between service and external agencies to facilitate and enable joint working	Negotiate 5 places for support staff on Person Centred Planning. Document and agree protocols for assessment of eligibility for admission to the service with NIHE / Trust / Probation	£ 500 per annum for training budget. 50 days staff cover Regional Managers time	Provider Training Officer Provider and Strategic Lead Officer	June 2009
No. 3 Outcomes of reviews (of individual support needs) are used to inform service development and strategic planning	Record outcomes against aspirations for each service users at yearly formal review. Analyse and report trends in outcomes on a yearly basis. Use analysis to inform business plan and new service development.	Amendment to review documentation. Retraining for staff Service Manager time Regional Manager time	Provider Lead Officer Training Officer	September 2009
No. 4 Service users are involved in periodic reviews of the assessment and review procedures	Recruit interested tenants to form policy review group.	Staff time Independent advocate	Provider Lead Officer	December 2009

Part 3 – Service Improvement Plan

Service Area	Action	Resource Requirement	Responsibility	Target Date
Service User Consultation	<p>Ensure service users can communicate their views to the extent and level that they wish to be involved by :</p> <p>Providing mechanisms for wide ranging consultation, including meetings, surveys, advisory groups, exit interviews.</p> <p>Annual consultation on policy & procedures</p> <p>Reports to be produced regularly against relevant service user targets.</p>	<p>Service Manager & Staff time</p> <p>Service users time</p>	Provider Lead Officer	September 2009
Outcomes	<p>Improving outcomes for service users through:</p> <p>Monitoring outcomes & identifying areas for staff training/targeting support</p> <p>Engagement with specialist external support providers, including education & employment agencies to improve knowledge of staff and joint working relationships</p>	<p>Service Manager & Staff time</p> <p>Appropriate monitoring & reporting tools</p>	Provider Lead Officer	July 2009