

MONITORING DELIVERY OF THE STRATEGY

The Programme delivery principles outlined in Part A detail how service developments for each client group will link to the Supporting People Vision statement – through Programme and service objectives. Setting clear objectives will enable us to monitor our performance over the period of this strategy. By measuring achievement against these objectives we will be able to see how far our vision is actually being delivered.

Monitoring and Reviewing Programme and Service Objectives

As part of the analysis of each client group, we have identified key commissioning themes that will enable us to develop and deliver services in line with our vision statement. These key commissioning themes have been established directly through consideration and application of the broad programme objectives that underpin the vision statement. From these themes we have identified service objectives and related target actions. Effective monitoring of target actions (see below) will therefore enable us to ensure that service and programme objectives are being met.

In addition on an annual basis we will use the broad programme objectives to review key commissioning themes for each client group by:

- Considering changes to partner priorities (objective 2)
- Assessing new or additional needs information (objective 3)
- Considering new information, trends or developments around value for money or equality of access to services (objectives 1 and 4)

Outcomes from this process will feed into the review of client group action plans outlined below.

Programme objective 5 – effective service user and carer involvement in shaping and planning services – will be monitored separately through the Service User Involvement Strategy.

Monitoring and Reviewing Target Actions

Client group Action Plans outline how we will move from key commission themes through service objectives and target actions. Each target action has a timescale relating to one of the five years covered by this strategy which has been determined by applying our strategic priority setting framework (outlined in Part B3). Our first Annual Delivery Plan has been drawn up by bringing together 2005/06 target actions from each client group action plan. Achievement against these target actions (and those identified within subsequent Annual Delivery Plans) will be monitored quarterly and reported to the Commissioning Body, via

the Core Strategy Development Group. This will enable us to determine progress against service objectives.

In addition, on an annual basis, the client group action plans will be reviewed to:

- Take account of any changes necessary as a result of reviewing programme objectives (as above)
- Assess whether target actions identified for that year in the Annual Delivery Plan have been achieved
- if they have not been achieved, identify what the reasons for this are and whether they are still appropriate
- reconsider all target actions, timescales and partners against the service objectives to ensure they are still appropriate, identifying additional actions as appropriate

Reviewed client group action plans will be used to form the Annual Delivery Plan for subsequent years.

Monitoring

Monitoring of targets will enable delivery of programme and service objectives to be assessed

SP Vision Statement }
}
}
}
5 Programme Objectives }

Key Commissioning Themes}
}
}
}
Service Objectives }

Monitored and reported quarterly (part of wider SP perf plan?)

Target Actions

Delivery monitored through performance against target actions

Annual Delivery Plan

Review

Reviewed every 5 years as part of the 5 year Strategy

Reviewed annually against programme objectives and changes made

Reviewed annually to reflect changes to service objectives and outcome of quarterly monitoring

Outcome of this review process will determine Plan for the following year