

CSCI INSPECTION: INDEPENDENCE, WELLBEING AND CHOICE

Leeds City Council

ACTION PLAN

November 2008

Introduction

1. Attached is the Action Plan which has been developed in response to the CSCI Inspection on Independence, Wellbeing and Choice. It has been developed by the Departments Management Team and through a workshop with a wider group involving Adult Social Care managers and representatives of partner agencies.
2. The Inspection team has recognised that the services in Leeds are improving and elected members and officers are committed to sound and equitable provision. In turn there is a focussed determination to improve which is shared by members, managers and partners and confidence that front line staff share that determination.
3. The Action Plan responds to all recommendations. In particular it sets out strategies to deal with issues of front line practice in:
 - safeguarding where immediate action has been taken to assure a good multi-agency response where there is concern for the welfare of vulnerable individuals
 - the development of standards of practice in safeguarding, assessment, care management and hospital discharge which reflect a commitment to individual preference and choice
 - the development of a quality assurance framework which routinely shows how far these standards are achieved and feeds any lessons into improving practice
4. There are well established and sound working relationships with users, carers, the third sector and independent providers. It is planned to build on these to ensure that their contribution and that of front line practitioners is fed into proposals for practice and strategic development.
5. Notwithstanding that the Council has yet to finalise its budget for 2009/10, arrangements are in place to recruit 10 senior practitioners to support, coach and monitor quality in safeguarding and social care practice. A joint Head of Safeguarding, 3 independent safeguarding chairs and additional quality assurance staff will also be appointed as part of this process.

6. The Action Plan will be robustly monitored:

- ◇ Where numerical baselines have been established for performance and hard targets set, performance against these targets will be reported by the accountable Chief Officer against 'traffic light' performance reports to the monthly Departmental Management Team performance board.
- ◇ This will be supported by monthly reporting to the Executive Lead Member and inclusion into the quarterly reporting to the Adult Social Care Scrutiny Board where performance will be open to public scrutiny and challenge.
- ◇ In addition, in relation to performance against Adult Safeguarding targets, the Adult Safeguarding website will include dedicated space to report performance by the statutory partners and by the Partnership itself, accessible to the wider public.
- ◇ The performance of the work of the Safeguarding Partnership Board and its sub-groups will be reported to and open to challenge by the governance structures of the Statutory partners. Furthermore its overall annual performance will be formally reported through the Statutory boards of the partners.

7. The action plan contains an implementation timetable describing the urgency associated with specific actions and the timespan over which the issue is proposed to be addressed.

8. There are clear accountabilities set out in the Plan for the achievement of each improvement. A list of responsible officers and their job role is given in the plan.

9. In the end the success of this Action Plan will depend on and be measured by improved outcomes for the people of Leeds.

10. The Plan makes plain these aspirations and how they will be measured.

Sandie Keene
Director of Adult Social Care