

Independence, Wellbeing & Choice Inspection Action Plan

ASC List													
	Aim/Outcome	Action	Urgency	Plan Start	Plan Finish	Actual Finish	Success Criteria: How will you know that the action has achieved its intended aim? I.e, task complete, measures in place.	Lead: Who will be responsible for delivering the work?	Chief Officer: Accountable for achieving the aim	Last month RAG	This month RAG	Report of Progress	Report on any Risks
Recommendation 13: The Council should build on the wide availability of advocacy services by specifying and focusing the circumstances in which it should be used to empower people.													
13.2	Almost all service users report that they have accurate accessible information, advice and advocacy supported when needed to make choices and exercise control.	The authority has implemented a user led advocacy service which: - Empowers individuals - Promotes independence & safeguarding Meets the full range of cultural & service user needs.	Year 2 Qtrs 1-4	Aug 09	Mar 10		In coordination with partners, procurement and contracting arrangements are implemented to meet the agreed Leeds model	Tim O'Shea (Head of Adult Social care Commissioning)	Chief Officer (Social Care Commissioning)		A	Review of currently commissioned advocacy services required prior to the design of new service model for Leeds (Quarters 1-2, Year 2) (TOS)	
Recommendation 14: The Council should extend the range and choice of services by reconfiguring and modernising traditional, buildings-based services													
14.1	1/ Services are commissioned and delivered to clear standards, offer good care value and are linked to Our Health, Our Care, Our Say, outcomes. 2/ Almost all people who use services & their carers are involved in development work, review & are integral to the commissioning process.	Procure external expert advice to generate an options appraisal regarding steps to shift the emphasis of social care interventions away from building based services. Options generated will include: 1/ LA cease to be a direct provider of buildings based services. 2/ Minimal & specifically targeted role for LA in providing services.	Year 2 Qtr 1-2	April 09	Oct 09		The Local Authority has identified the nature of its business in relation to buildings based services. Senior managers and elected members agree options regarding the future of buildings based services which provide the basis of a work programme.	Tim O'Shea (Head of Adult Commissioning), Paul Hardy (Head of Adult Resources)	Chief Officer (Social Care Commissioning) Chief Officer (Support & Enablement)		A	Tender specification prepared. To be published in March.	
14.2	Services are commissioned and delivered to clear standards, offer good care value and are linked to Our Health, Our Care, Our Say, outcomes.	A programme plan and resources to support is put in place to take forward agreed options	Yr 2 Qtr 3-4	Oct 09	April 10		A programme of work which has been developed with the involvement of service users and their carers is agreed by senior managers and elected members. Resources and support to operationalise the programme is in place (see Rec 24 in relation to Workforce Strategy development)	Tim O'Shea (Head of Adult Commissioning), Paul Hardy (Head of Adult Resources)	Chief Officer (Social Care Commissioning) Chief Officer (Support & Enablement)				

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14.3	Service user, regulatory and other feedback confirm responsiveness, relevance, capacity to mitigate risk & promote independence, well being and quality outcomes for those who use them.	The programme of work is undertaken to deliver the new model in relation to: 1/ Residential Care 2/ Daycare 3/ Homecare	Yr 3 & 4	April 10	April 12		The new model is put in place and contributes to a wider range of personalised service options which promote independence health and wellbeing and enables people to live the life they chose whilst minimising the impact of any disability. Baseline and targets to be agreed. To include: - No's DP/IB recipients (35% of services delivered through DP/IB by March 2011) - No's helped to live at home.	Tim O'Shea (Head of Adult Commissioning), Paul Hardy (Head of Adult Resources)	Chief Officer (Social Care Commissioning) Chief Officer (Support & Enablement)				
14.4	Directly provided services have clear contractual arrangements including performance and QA measures which are monitored and reported.	Extend current contract and monitoring arrangements to cover directly provided services	Yr 1 Qtr 4	Nov-08	Apr-09		Service level agreements are in place for: 08/09 Homecare,	Tim O'Shea (Head of Adult Commissioning)	Chief Officer (Social Care Commissioning)	A	G	Completed (TOS)	
			Yr 2 Qtr 1/4	Apr 09	Mar 10		09/10 Residential Care and Daycare				A	Service level agreements currently being prepared. (TOS)	
14.5	Develop formal joint commissioning frameworks with health to extend the range of options for delivering personalised services	Establishment of agreements and Service Specifications jointly with the PCT for - residential (including specialist and general) care, - home care, - day care	Yr 1 Qtr 4	Jan-09	Apr-09		Formal agreements with LPCT regarding joint commissioning frameworks, Service specifications in place for homecare and other key services	Tim O'Shea (Head of Adult Commissioning), Mark Phillott (Commissioning Manager)	Chief Officer (Social Care Commissioning)		A	Detailed negotiations with Commissioners from NHS Leeds underway. Detailed negotiation with Commissioners from NHS Leeds underway. Commissioning for personalisation Action Plan drafted (TOS)	Impact on NHS Model Contracts needs to be explored. Reported to Legal and Corporate Procurement Services for advice.
<p>Recommendation 19 : The Council and partners should improve the use by staff of the wide range of preventative services in preventative support packages for particularly vulnerable people in the community.</p>													
19.3	Quality Assurance systems show that there is a successful focus upon early prevention and reduced need for higher level support services.	Ensure that the commissioning approach to preventative services is effective via QA systems outlined in recommendation 2	Yr 1 Qtr 4	Jan-09	Apr-09		Establish a baseline and targets for measuring use of preventative services to show a focus upon early prevention & reduced need for higher level support. To include data relating to: 1/ signposting and information given 2/ review information 3/ surveys 4/ evidence from case file audits 5/ hospital admissions & numbers entering long term residential care	Tim O'Shea (Head of Adult Commissioning) Stuart Cameron-Strickland (Head of Performance),	Chief Officer (Social Care Commissioning)				

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Recommendation 20: The Council and partners should agree a set of joint funding priorities and set out clear service development plans with associated joint management arrangements and joint funding commitments (reference recommendation 14)													
20.2	Partnership arrangements deliver joint & single commissioning consistent with needs and available resources.	Establish Joint Commissioning priorities including shared funding arrangements	Yr 1 Qtr 3 & 4	Oct 08	Apr-09		Systems and infrastructure to support joint working in place 1/ Virtual teams established for commissioning in relation to priority groups. 2/ Commissioning intentions published. 3/ Impact on individuals measured against.	Tim O'Shea (Head of Adult Commissioning), Mick Ward (Head of Strategic Partnerships & Development), Carol Cochrane (Director of Commissioning & Priority Groups NHS Leeds)	Chief Officer (Social Care Commissioning)	A	A	Joint meetings between NHS and ASC Commissioners established. (MW) Good progress made in developing systems and infrastructure for commissioning with NHS Leeds eg a) Information sharing. b) Joint training and system development exercise. c) Development of common commissioning tools. d) Commissioning based on outcomes being developed. (TOS)	Impact on NHS Model Contracts needs to be explored. Reported to Legal and Corporate Procurement Services for advice.
20.3	Determine priorities for older peoples commissioning with partners which promote choice, control, health and wellbeing	Undertake an analysis of older peoples commissioning opportunities in consultation with older people & providers across health and social care.	Yr 1 Qtr 3 & 4	Nov 08	Sep-09		Strategy and plans include an understanding of the local market, cost considerations, quality factors and link to financial plans. 1/ Publish joint commissioning prospectus. 2/ Revise and republish Older Better. Strategic commissioning developed to link joint investment to activity over time.	Tim O'Shea (Head of Adult Commissioning), Mick Ward (Head of Strategic Partnerships & Development)	Chief Officer (Social Care Commissioning)	A	A	1. Commissioning Prospectus currently being finalised. 2. Joint approach to commissioning preventative services in development. 3. Standardised service review template in development.	
20.5	Options which will maximise effective joint working to best meet the needs of people and deliver outcomes are identified.	Review intermediate tier, JCMT, Mental Health Teams, Hospital Discharge	Yr 1 Qtr 4	Jan 09	Apr-09		Systems and infrastructure to support joint working in place and enabling staff to delivery safe dignified transfers of care. Baseline and measures to be developed, to include data from, complaints, reviews, delayed transfers. Reports on progress are submitted on a quarterly basis to the Leeds Joint Commissioning Board.	Mick Ward (Head of Strategic Partnerships and Development), Tim O'Shea (Head of Adult Commissioning)	Chief Officer (Social Care Commissioning)		A	1. Intermediate Tier strategy being finalised. 2. Joint approach to commissioning home care services in development	
		Review and develop joint commissioning/ market management of homecare. (cross ref to 20.3)	Yr 1 Qtr 4	Apr 09	Oct 09								

