

Our key commitments for 2009-11	What are the key actions we will take to achieve these commitments?	Completion date	Strategic lead	Latest Commentary	Date provided
Implementation of the joint health and social care commissioning plans to secure modern, more effective services for people with mental health problems, learning difficulties and physical disabilities	Joint Commissioning Strategy	Dec-09	Director of Integrated Commissioning	World Class Commissioning Strategy now submitted, programme plan now being developed and discussed at PCT Board in February.	February
	Agree with providers how to re-model services to promote independence and personalised care	Mar-10			
Ensure information, advice and advocacy is available to all	Ensure all promotional materials are available in easy-read formats	Jun-09	Director of Integrated Commissioning	Completed	September
	Extend advocacy services to all users and carers	Sep-09		Completed	September
Ensure self-directed care and personalised services are offered to the majority of service users	Raise awareness of the self-directed care option and sustain support	Apr-09	Director of Integrated Commissioning	Completed	January
	Establish programme board for the "Putting People First" programme	From April 2009		All workstreams are on track. Further work on operating systems is to be undertaken, as well as an upgrade of FWi by October 2010. This should have a major impact on how the services are offered to users.	January
	Implement the seven stream of the "Putting People First" programme	Continuing to 2011			
Increase range and availability of support to carers	Re-commission support services for carers	Jun-09	Director of Integrated Commissioning	Completed	June
	Extend individual budgets to carers	Mar-10		Completed	September

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All services enable people to be treated with dignity and respect	To ensure appropriate training is delivered to all social care and health staff and is included within safeguarding training	Apr-09	Director of Integrated Commissioning	Completed	January
	Ensure minimum standards in relation to dignity and respect are included within contracts - covered within QAF standards, with plans to include within future contracting arrangements	Apr-09		Completed. This will continue to be outlined and discussed at provider forums.	April
Integrate health and social care across front-line services	Roll-out of integrated intermediate care service	Apr-09	Director of Integrated Commissioning	Transition board will now be taking this work forward.	November
	Roll-out integrated health and social care model to all localities	Sep-09		Completed	September
Develop and implement Older People's Strategy	Consultation document issued	Aug-09	Director of Integrated Commissioning	Previous strategy has been updated and delivery on track. Development of new strategy has been delayed to ensure it has clear synergy with the work of the Health and Well-being partnership. Strategy is still on target to be approved by Feb-2010.	October
	Strategy approved	Feb-10			