

ADULT SOCIAL CARE SERVICE PLAN 2008-09

**REPORT BY: HEAD OF ADULT SOCIAL CARE – OLDER
PEOPLE AND PHYSICAL DISABILITIES**

Wards Affected

County-wide

Purpose

1. To provide the committee with details of the service plan for adult social care for 2008/09.

Financial implications

2. The Plan outlines the ongoing commitment to modernising adult social care and to use the Council's agreed additional resources in a way which provides greater choice for users, more support in the community and value for money, and that this is achieved within the total adult social care budget.

Background

3. This service plan details an ambitious programme which builds on the work that has been done in the previous year to modernise and improve adult social care. Whilst it is only for one year, the underlying principles of supporting people to remain independent, of working more closely with health, and of providing high quality services which are value for money will continue beyond this financial year. However given the likely changes to the way adult social care is organised following the implementation of the Chief Executive's new joint management structure, it seems sensible to focus this plan on this year's objectives and priorities.
4. During 2006/ 2007 the Department of Health (DH) supported Herefordshire in its commitment to improve adult social care. This was primarily focussed on five identified work-streams which concentrated on specific areas needing development. The DH provided further financial support to implement these in 2007-08. The Learning Disability (LD) inspection, which took place in February 2007, identified further areas requiring considerable improvement, which were addressed through the implementation of a comprehensive action plan, with additional support from the DH.
5. An overall transformation programme, incorporating the five work-streams and the LD action plan but also covering other key improvement projects either in existence or thought to be needed in future, was developed during the first part of 2007 and was reflected in the 2007/2008 adult social care business plan.
6. In July 2007 the interim Head of Adult Social Care Services and the Change Manager were appointed to provide additional senior management capacity. The improvement programme was reviewed and updated to put in place a cohesive and co-ordinated transformation programme which will make a real difference to all adults requiring care and support in Herefordshire. This is being achieved by building on the work already done, by ensuring overall leadership and direction and by clarifying the inter-relationship between different aspects of the programme. By doing this we will make the most effective use of our resources and maximise the impact of change. The adult social care service plan for 2008/2009, which includes the transformation programme takes this work forward for the coming year.
7. The priorities for the Transformation Programme follow on from the progress made in 2007/2008. The improvement plan for learning disability is included now within the overall plan for adult social care. There are now six priorities as follows:

ADULT SOCIAL CARE AND STRATEGIC HOUSING SCRUTINY COMMITTEE

- Effective Leadership and Management;
 - Strengthening Joint Commissioning;
 - Strengthening user and carer engagement
 - Personalisation – agreeing and implementing Herefordshire’s plan for “Putting People First”;
 - Increasing options to support independence;
 - Implementing a robust Quality Assurance Framework.
8. The plan is intended to be easily read and understood, and to provide an important and helpful framework for all staff and teams who are contributing to the improvement of adult social care. The transformation programme is a major component of the overall Service Plan for Adult Social Care and is easily identified within the Service Plan. Actions relating to transformation are in blue text within the Service Plan. This is the framework for more detailed project plans and team plans, which will ensure successful implementation.
9. There are two important additional sections:
- a) Section 2 - Equality Impact Assessment and action plan – issues of equality and diversity are addressed in all the work that we do. The attached EIA clarifies the links between the improvement agenda and equality issues. The action plan will be monitored alongside the service plan;
 - b) Section 3: Risk Register – the main risks associated with the delivery of this plan are identified with mitigating action as appropriate.
10. The Service Plan clearly identifies the link between action and LAA priorities and CSCI issues to be addressed arising from the Annual Performance Assessment (APA). The Service Plan has grouped actions under the CSCI outcomes creating a real link between our business plan and working towards improvements in outcomes for users and carers. The recommendations from the CSCI Summary Report are appended at the end of the document.
11. An ‘At a Glance’ one page summary will be widely available to all staff and managers and will also include actions that are part of the Transformation Programme, Phase II, easily identified in blue. A monitoring version of this will also be produced to enable clear and easy links between priorities and progress for all staff.
12. The Transformation Programme will be monitored monthly at the Transformation Board for Adult and Community Services (chaired by the Director of Adult and Community Services) and reported to the joint Adult Commissioning Board (currently chaired by the PCT Director of Commissioning until the appointment of the Director of Integrated Commissioning).
13. The Service Plan will be monitored at the monthly meeting of Adult Social Care managers chaired by the Head of Service.

RECOMMENDATION

THAT This report be noted subject to any comments the Committee wishes to make and the Committee monitor progress on implementation through the quarterly performance reports.

BACKGROUND PAPERS

- **None identified**