

SOCIAL CARE AND STRATEGIC HOUSING

DELIVERY/BUSINESS PLAN 2003-04

Vision

“to achieve excellence in services, in partnership with users, carers, local communities and external organisations”.

Direction Ambition & Culture

We want to achieve excellent practice and services, and have a better and more affordable accommodation and housing.

The focus is on improving the experience of older people so we can move to a 2 star position on adults in 2004-05 for Social Care, building on the good Supporting People Strategy as it affects older people and joining up work on Disabled Facilities Grants, adaptations, community equipment, Home Improvement Agencies and appropriate housing.

The culture will be **supporting best practice** and **doing what we say we are going to do**.

The total resources available for this focus are:-

£1,215,340 for strategic housing

1,155 staff

£33,262,950 for support and care

The critical success factors for change and improvement include leadership by behaviour and example, and getting the best from staff by focus on practice and supporting practice.

Service Priorities

- developing home support, home care and intensive home care - particularly for older people;
- improving assessment practice funding senior practitioners for older people's services and a practice support project across children and adults;
- improving resources for Children with Disabilities - assessment and family respite services - developing the integration agenda with the Primary Care Trust;
- improving records management and data quality;

The Older People agenda for Herefordshire set nationally is:-

Expanded Services and Increased Choices for Older People

<ul style="list-style-type: none">• faster assessment - by the end of 2004 first contact by social services will be made within 48 hours and the assessment completed within one month. All equipment needed will be in place within a week.
<ul style="list-style-type: none">• stabilising care home sector - local authorities will be able to pay higher fees to care homes, £70 million to pay for better training for social care staff, and amended environmental standards.
<ul style="list-style-type: none">• expanded range of services - double the amount of intensive home care packages by 2005 compared to 1995, 70,000 more rehabilitation packages and a 50% increase in the number of extra care housing places.
<ul style="list-style-type: none">• easier access to community equipment - half a million more pieces of free community equipment benefitting an estimated 250,000 people. This will include handrails, hoists and ramps.
<ul style="list-style-type: none">• increased choices for older people - following assessment of care needs all councils will be obliged to offer direct payments to all older people allowing them to make their own decisions about the care they need.
<ul style="list-style-type: none">• more support for carers - doubling of carers grant to £185 million by 2006. This will provide respite care and breaks to a further 136,000 carers.

Strategic Priorities

- create a sustainable contribution to the integrated services via the pooled budgets;
- to create a robust strategic housing function.
- to respond to the Green Paper - Children at Risk

Risk Management Priority

To manage and change our activity to match the allocated budgets.

Development and Improvement Priorities

- to improve and develop older people's services
- to move to performance management and support as a function and relate it to practice/routine work.
- to develop practitioners, staff and managers.
- to refocus all our efforts following the outcomes of job evaluation and single status.
- to share best practice and focus on quality.
- to integrate the EFQM plan into the delivery plan.
- to integrate the Joint Review action plan into the delivery plan.

**SUE FIENNES,
DIRECTOR OF SOCIAL CARE AND STRATEGIC HOUSING
July 2003**