

## Adult Social Care Improvement Plan in response to the Annual Performance Assessment 2007/8

Key Area for Development	CYC Lead & Summary of Response	Milestone
1. The Council should ensure that assessment and care management and services are in place to deliver personalised outcomes that promote wellbeing	<p><b>Anne Bygrave</b> A personalisation project plan has been drawn up and approved by the Programme Board. We are working in partnership with “In Control” and as part of a regional network. The plan relates to the “Putting People First” initiative and covers the next 3 years</p>	<p>1. Care management Staff briefings- Jan-March 09. Dates set and staff aware. 2. Briefing sessions for Members and Senior CYC managers being organised- Feb/March 09. 3. Involvement with three “In Control” sub groups: a) Care management culture change, b) safeguarding and personalisation, c) community development.</p>
2. Increase the number of service users whose needs for support are reviewed, and increase in the numbers receiving a statement of their needs	<p><b>Anne Bygrave</b> With support from the Performance Board staff in Assessment and Personalisation are focussing on key process improvements to benefit customers.</p>	<p>1. Performance clinics now delivering regular monitoring information to allow resource allocation moves/changes. 2. Process improvement work underway with outcome report expected Feb ( intake) March (rest of teams)</p>
3. Further development of the range of preventive services to promote independence for people and help more people to live at home including the provision of intensive home care.	<p><b>Keith Martin</b> Prevention Strategy is one of the 4 joint programmes agreed as a priority with North Yorkshire and York P.C.T. and monitored by the Joint Strategic Integrated Commissioning Group which includes the Executive Member</p> <p>In house home care project will allow the whole system to operate better</p>	<p>1. Joint action and investment plan agreed by April 2009 2. New Handypersons service operational March 2009 3. New case finding and signposting service operational by end of March 2009 4. Improved delivery of telecare provision through relaunch in early 09 5. In house home care changes in place April 2009 6. Review of performance data October 2009</p>

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<p>4. Improved waiting times for the delivery of major adaptations.</p>	<p><b>Steve Waddington</b> Performance in 2008/9 shows significant improvement and some of the issues of funding that have held back bathing adaptations have been alleviated by a one-off cash injection. Longer term funding issues remain as highlighted at the December EMAP.</p>	<p>Outturn figures for 08/9</p>
<p>5. Development of the provision of extra care housing and a clear forward strategy for such future development.</p>	<p><b>Steve Waddington</b> The assessment in 07/8 looked at that year in isolation without seeing the overall trend and the impact of previous investment. The development of more extra care housing remains a departmental priority.</p>	<p>EPH review will take extra care into account with date for completion of Sept 09</p>
<p>6. Progress in the take up of people and users self-assessing their needs.</p>	<p><b>Keith Martin &amp; Anne Bygrave</b> A new customer 'channel' will be developed during 2009 to enable people to directly refer themselves. More work needs to be done to enable people to request simple services directly and move towards self assessment.</p>	<ol style="list-style-type: none"> <li>1. Work on self assessment tool being discussed as part of personalisation of customer experience- with <a href="#">Easy@York</a></li> <li>2. An interim "paper based version " is in development</li> </ol>
<p>7. The Council and partners should implement the SAP in accordance with national expectations.</p>	<p><b>Keith Martin &amp; Anne Bygrave</b> This has moved forward where services are integrated but not for people with long term health conditions. It has been agreed with NY&amp;YPCT and the York Health Group (as part of the JSICG) to introduce</p>	<ol style="list-style-type: none"> <li>1. New Case finding and signposting service undertaking Initial assessments by June 2009</li> <li>2. Single assessment documentation, could have an effect on the timescale and single point of contact for intermediate tier services with an agreement required</li> </ol>

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	<p>common assessment in the joint projects. At present that is focussed on paper based records but will progress into the use of electronic records.</p>	<p>on how this will proceed by March 09 for implementation within 3-6 months</p> <ol style="list-style-type: none"> <li>3. Evaluation of these changes by March 2010</li> <li>4. Person Held Record Pilot is currently being put in place within one section of the city for people with dementia &amp; will be reviewed by April 09.</li> </ol>
<p><b>8. Equalities</b>  a) Equality Standards: further work is needed to ensure that all of the standards are implemented  b) Race Equality Standards: to ensure that access and take up of services is ongoing for people from ethnic minority backgrounds  c) Improve the engagement with the BME communities within the council area  d) Access and take up of breaks services for people from black minority ethnic backgrounds, and ensure that under-represented groups have fair access to services.</p>	<p><b>Bill Hodson</b>  a) The corporate improvement plan for Equalities is on course as part of the Single Improvement Plan for the council. Equality Impact Assessments on Supporting People, Personalisation and safeguarding were completed in 2008.  b), c) &amp; d) Work is in hand with York Race Equality Network and 2 events took place in 2008 with contact made with people who can help in developing ongoing engagement with BME citizens. This is also part of a wider community engagement issue for the council.</p>	<ol style="list-style-type: none"> <li>1. Completion of priority EIAs for the EPH Review and Choice Based Lettings in 2009.</li> <li>2. Completion of Equalities scorecard for HASS from July 2009</li> <li>3. HASS Equality Scheme for 2009/10</li> </ol> <p>(Also see Directorate Plan HASS 5)</p>
<p><b>9. The Council should work closer with partners on a range of income maximisation issues and including fuel poverty etc, to address economic disparities, for</b></p>	<p><b>Debbie Mitchell</b>  In fact, the council performed well on income maximisation in 2007/8 with over £770k of additional benefits claimed by customers following</p>	<p>As at 30.11.08 the Customer Finance Team have carried out over 1000 welfare benefit checks which have resulted in additional benefits of £714k per annum being claimed.</p>

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people.	advice.	
10. The Council and partners should improve the coverage of adult safeguarding training within the independent sector.	<b>Anne Bygrave</b> This is part of the Safeguarding Adults improvement plan	See safeguarding plan update
11. Continue to make improvements in rates of staff turnover and vacancies.	<b>Graham Terry</b> Improvements have continued in the levels of sickness absence and the department is on course to hit single figures by 2010/11. Turnover has also continued to improve in 2008/9. Recruitment issues continue to affect some professional posts and some that were detrimentally affected under job evaluation.	Outturn figures for 08/9 and targets for 09/10.  (Also see Directorate Plan HASS 3)
12. The areas for improvement highlighted in the CSCI Independence Wellbeing and Choice Service Inspection for Older People with respect to safeguarding vulnerable people, Leadership etc..	<b>Bill Hodson</b> These are covered by the improvement plan approved by members at the December EMAP meeting.	Progress will be reported to Members quarterly.