



Service Plan Template for 2009/10 (covering April 2009 – March 2012)

Service Plan for: Assessment and Personalisation

Directorate: Housing and Adult Social Services

Service Plan Holder: Anne Bygrave

Workplans: Safeguarding/ Personalisation/ Team level

Director: Bill Hodson

Signed off

Date:

EMAP : Sue Galloway

Signed off

Date:

Section 1: Our service

Service description

Our Aim:

To enable people in York to live independent, healthy lives in decent, affordable homes

The Assessment and Personalisation service works with a customer group in the region of 6000 people

This service covers:

- all of the assessment and care management/occupational therapy functions relating to adults for:
 - People with Physical and Sensory Impairments,
 - Older people,
 - People with Learning Disabilities and those young adults in transition.
- a Community Equipment Loan Service
- a business planning function
- a Personalisation team consisting of a project officer, and community facilitators
- This part of the directorate leads on safeguarding of vulnerable adults

The assessment teams are grouped into 10 main areas:

- an intake team managing new work into the service
- 3 X locality care management teams working with older people, and those with physical disabilities
- a hospital team working with all adult customer groups
- two occupational therapy teams working across the City
- sensory impairment service
- learning disabilities team (including transitions) co-located with health
- A Community Equipment Loan Service which covers all of the York area and operates a service for parts of NHS York and North Yorkshire and North Yorkshire County Council.
- All of these functions are supported by administration staff.

The service operates through a practitioner group (and associated administrative staff), 10 senior practitioners, 7 service managers and 2 group managers plus an assistant director.

There are approximately 140 staff.

It operates a budget of £23 million per annum.

Service objectives

The Directorates overall aim is :

To enable people in York to live independent, healthy lives in decent, affordable homes.

Within this service we will do this by enabling customers to achieve the following outcomes:

“Improved quality of life” and “improved health” by:

- Providing a good quality assessment process to customers and carers that is sensitive to the diversity within our community. We will do this in a timely manner.
- Organising relevant social care supports to eligible adults within the City of York Council area.
- Supporting and contributing to the Directorates commissioning agenda by ensuring relevant information is available on customer trends/ aspirations to ensure commissioning strategies are robustly able to reflect customer choice
- Working in partnership with other agencies to achieve better outcome for our customers

“Personal Dignity” and “ Freedom from discrimination or harassment” by:

- Ensuring the safety of vulnerable adult customers within the City of York Council area – within the boundaries of the powers the Council has invested in it

“Exercise of Choice and Control” by:

- Offering as much choice and control over the way people organise their support through personalised approaches such as individual budgets and self-directed support

“Making a positive contribution” by:

- Ensuring our work is influenced by customers views on a individual basis through care planning and on an aggregate basis by acting on the views of customers relating to service improvements (through expert panels/surveys etc)

Key to all of this is :

- Ensuring we have a well trained and competent, motivated workforce to deliver a high quality robust service.

Section 2: The Drivers

Driver	How might this affect our service
<p>External drivers</p> <ul style="list-style-type: none"> • Putting People First- Government Concordat on the deliver of adult social care • Valuing People NOW – Refresh of the Government Learning Disability Strategy • National Social Care Performance Indicators <p>Corporate drivers</p> <ul style="list-style-type: none"> • The delivery of LAA target around self-directed support. • The delivery of LAA target around carers needs assessment and reviews • The expansion and delivery of the EIA assessments relating to personalisation and safeguarding <p>Directorate drivers</p> <ul style="list-style-type: none"> • CSCI (Social Care regulator) report of 2008 and associated improvement plan: <ul style="list-style-type: none"> ○ The development of a safeguarding strategy and plan that is robust • Improvement in key performance areas • The development of personalisation to all customer groups • Development of staff skill base to ensure robust and skilled workforce <p>Service drivers</p> <ul style="list-style-type: none"> • The rationalisation of assessment forms used by staff- to improve efficiency to customers • Improvement of performance indicators • Safeguarding vulnerable adults agenda- respond to increase in referral rates. • Personalisation process and culture work to deliver national agenda 	<ul style="list-style-type: none"> • Working in a more personalised way with all customer groups- requiring major system and culture change • Supporting the commissioning of early intervention and prevention initiatives • Seeking to work more closely with partners to deliver the agenda • Further challenge relating to partnership working and employment agenda • Improvement in working methodology to meet and improve national performance targets • System and culture change to deliver a greater number of customers receiving self-directed support. This will delivered through the personalisation plans within the Directorate • Process improvement relating to carers assessment processes • Embedding and expansion of equalities understanding within the teams work • Implementation of the directorate safeguarding action plan • Process improvement and associated changes relating to staff working /IT and customer delivery • Engagement of staff with the customer improvement journey • This will delivered through the personalisation plans within the Directorate • Development of a staff training and career pathway linked to the workforce development plan within the Directorate • Review and re-design of key forms • Process improvement and rationalisation of time spent on the forms used for assessment and recording • Embed new policies and procedures into teams and look at work flow methods and improvements required • Change of staff culture through training and experience and process development to support initiative.

Section 3: Critical Success Factors (CSFs)

CSFs for 2009/10	Why a CSF?
The introduction of the personalisation agenda to all customer groups.	Offers customers more choice and control. Modernises the service as fit for purpose Is required by DOH.
The embedding of a safeguarding strategy and associated practice within the Directorate and wider	Keeps vulnerable adult citizens of York safe.
Improvement of key performance indicators	Improves service to customers Contributes to Directorate and Corporate performance rating
Process improvement work within Service to drive out inefficiencies and raise performance of Key performance indicators	Improves service to customers Contributes to Directorate and Corporate performance rating
Development of a staff training and development pathway	Well trained and motivated staff are key to delivery of a good quality service.

Section 4: Scorecard of improvement measures & actions (3 pages max)**Customer based improvements**

Customer Measures					
Measure	Current	2009/10 Target	2010/11 Target	2011/12 Target	Priority Theme Link
LAA Target Personalisation - Self- Directed Support Indicator NI130	174.8	600	1200	1400	
LAA Target Carers needs assessments and reviews	18.75%	20.18%	21.55%	TBA	
Safeguarding- customer feedback on experiences	Not known	To be developed			
Performance Indicator Outcomes as follows:					
NP 132- Timeliness of assessments	80%	85%	90%	90%	
NP 133 – Timelessness of social care packages	87%	90%	95%	95%	
NP 136 – People Supported to live independently	1440	1600	1700	2000	
NP145 – Adults with LD in settled accommodation	47.1%	75%	80%	80%	
Customer Actions					
Improvement action			Deadline	Priority Theme Link	
Customer feedback measure on experiences with regard to respect and dignity in their treatment (NP128)			October 09		
Customer feedback on safeguarding issues through commissioned feedback service			July 09		

Process based improvements

Process Measures					
Measure	Current	2009/10 Target	2010/11 Target	2011/12 Target	Priority Theme Link
Improved overall performance against performance indicators listed in customer measures	See above	See Above	See above	See above	

Resource management improvements

Resource Measures					
Measure	Current	2009/10 Target	2010/11 Target	2011/12 Target	Priority Theme Link
Less professionally qualified staff time used on paperwork / interface with IT systems leading to more assessments being completed – leading to more efficient use of staff time	70-80% staff time	60%	40%		
Resource Actions					
Improvement action			Deadline	Priority Theme Link	
Staff time needed to redesign and test forms			June 09		
IT time needed to redesign forms			October 09		

Section 5: Resources (1 page max)

Please provide details of your resources:

- Approx 140 staff, 111 WTE- made up of, group and service managers, care management staff, occupational therapy staff, administration staff, community facilitators and project officers.

Budget - budget figures are not yet available and therefore this section will be completed in due course