

Report to: **Scrutiny Committee for Adult Social Care**

Date: **27 November 2008**

Title of report: **Outcome from CSCI Inspection and associated action plan**

By: **Director Adult Social Care**

Purpose of report: **To notify Scrutiny of the outcomes from the Commission for Social Care Inspection 2008 and the associated action plan**

RECOMMENDATION to

- 1) note the contents of the report**
 - 2) agree to receiving quarterly progress reports against the CSCI Action Plan.**
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1. Financial Appraisal

1.1 Delivery of the CSCI Inspection Action Plan will be funded through existing resources including the Putting People First programme and associated Social Care Reform Grant. There are no other financial implications arising from this report.

2. Supporting Information

2.1 Adult Social Care was inspected by the Commission for Social Care Inspection (CSCI) in July 2008. The Inspection of Independence, Wellbeing and Choice covered the following themes:

- People have access to preventative services (Older People)
- Safeguarding People

The Inspection will also look at the theme of Leadership and Commissioning to establish how the above themes are being delivered.

2.2 The Inspection findings were published in report format and presented to Cabinet on 25 September 2008, along with the action plan developed by Adult Social Care in response to the report recommendations (see Appendix 1: CSCI Action Plan). Separate judgements are made against each theme and the results were as follows:

- Safeguarding = Adequate
- Preventative Services = Good
- Capacity to improve = Promising

2.3 The Adult Social Care Department felt that the Inspection findings and associated judgements were a fair and accurate reflection of Adult Social Care and that the Inspection acknowledged the improvements made since the Older Peoples Inspection in 2006. A significant achievement is the shift in the 'capacity to improve' judgement from 'uncertain' to 'promising'.

2.4 The CSCI Inspectors commented on the positive response made by Adult Social Care to emerging issues during the Inspection and the department accepts the areas of policy and practice identified as requiring development.

2.5 Delivery of the Inspection Action Plan (Appendix 1) is now a priority for the department and progress will be monitored by the CSCI Business Relationship Manager on a quarterly basis. It is proposed that quarterly update reports will also be presented to the Adult Social Care Scrutiny Committee. Implementation of the Action Plan is underway and priorities are being fully integrated into the business planning process for 2009/2010.

2.6 Actions already delivered include:

- Review role and function of the East Sussex Safeguarding Adults Board including revised terms of reference.
- Development of a Quality Assurance Framework for Safeguarding – first round of audits completed.
- Development of a Quality Assurance Framework for assessment, care management and review – Paper to DMT on 12th November. This action has been expanded to include support services.
- Strategic review of Adult Social Care Engagement – Project Brief to DMT on 19th November
- Falls Intervention Programme for Care Homes – 5 Care Homes participating in pilot ‘slipper exchange’ initiative.

2.7 The outcome of the Inspection, coupled with the CSCI Annual Review Meeting (18 July 2008) will be used as evidence to inform the 2007/08 Adult Social Care performance rating. The new performance ratings and underlying judgments will be published on 27 November 2008.

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Local member: All

BACKGROUND DOCUMENTS:

Appendix 1: CSCI Action Plan

**East Sussex Adult Social Care Action Plan
2008 Independence, Wellbeing and Choice Inspection (IWC) and 2007/08 Annual Performance Assessment Notebook (PAN)**

This plan contains specific actions in response to recommendations and areas for development, it is not a comprehensive list of all the work being undertaken by Adult Social Care in these areas.

Recommendation / Area for development	Ref.	Action	Timescale	Lead Officer	Outcome
1. Safeguarding Vulnerable Adults					
<p>Safeguarding Vulnerable Adults</p> <p>The actions below relating to Safeguarding Vulnerable Adults will be implemented as part of the development of an East Sussex Safeguarding Vulnerable Adults strategy.</p>	IWC report	<p>Develop a Safeguarding Vulnerable Adults Strategy for East Sussex., including a set of agreed performance indicators.</p> <p>The strategy will be managed through the Health and Social Care Joint Chief Executives Group and the Whole Systems Leadership Group will be responsible for its implementation.</p> <p>The Strategy will be developed in partnership and signed off by ESCC Cabinet and the PCT, Sussex Partnership Trust and Hospitals Trust Boards.</p>	<p>First draft to Safeguarding Board 25/11/08</p> <p>Second draft 01/02/09</p> <p>Strategy sign-off 31/03/09</p>	Director of Adult Social Care	<p>People are safeguarded against abuse and neglect</p> <p>Independent evaluation of strategy commissioned by partner organisations. Evaluation to include a review of performance indicators and to be completed by October 2010.</p>

Recommendation / Area for development	Ref.	Action	Timescale	Lead Officer	Outcome
1.1 Work with partners to promote safeguarding for vulnerable adults by:	IWC report recommendations PAN 7.1, 7.3, 7.7	Develop of Safeguarding Vulnerable Adults Strategy to include:			
<ul style="list-style-type: none"> Ensuring clarity and effectiveness of procedures across organisations, giving consideration to adopting single, multi-agency policy and procedures 		<ul style="list-style-type: none"> A review of current policy arrangements in Hospitals Trust and Sussex Partnership Trust A review of cross organisational working to improve the effectiveness of inter-agency working with regards to safeguarding vulnerable adults A planned programme to review and evaluate the effectiveness of improved cross-organisational working arrangements 	31/12/08 31/12/08 Post strategy sign-off (31/03/09)	Director of Adult Social Care	People are safeguarded against abuse and neglect Independent evaluation of strategy commissioned by partner organisations. Evaluation to include a review of performance indicators and to be completed by October 2010.
<ul style="list-style-type: none"> Strengthening the leadership role of the Safeguarding Adults Board and revising arrangements across locality boards and committees to promote strategic planning and operational oversight Revising the serious case review protocol 		<ul style="list-style-type: none"> Review role and function of the East Sussex Safeguarding Adults Board including: <ul style="list-style-type: none"> Terms of reference Membership Structure and roles of locality Safeguarding Boards and County Safeguarding Board Relationships with other strategic boards including Older 	Initial report to Safeguarding Board 17/10/08 Actions complete 31/12/08	Director of Adult Social Care)	

Recommendation / Area for development	Ref.	Action	Timescale	Lead Officer	Outcome
		Peoples Partnership Board - Monitoring implementation of Quality Assurance Framework for Safeguarding • Governance of serious case review protocol			
1.2 Implement robust governance, performance management and quality assurance arrangements to achieve the key outcomes of keeping people safe, including:	IWC report recommendations PAN 7.2	Develop of Safeguarding Vulnerable Adults Strategy to include:			
<ul style="list-style-type: none"> Establishing minimum training and competency standards for all levels of safeguarding work, linked to a comprehensive strategic training plan 		<ul style="list-style-type: none"> A Safeguarding training strategy, developed in partnership with key stakeholders Increase investment in Safeguarding training with particular emphasis on training independent sector providers Develop a set of competency levels & minimum training standards for staff undertaking Safeguarding investigations Training outcomes and implementation of minimum standards to be monitored through the 	Progress report to Boards 12/01/09 Actions completed by 31/03/09 Quarterly monitoring of training outcomes from April 2009	Bob Skinner, Lead Consultant – Training	A competent, well trained workforce Increase the percentage of staff from independent sector providers receiving safeguarding adults training from 11% 2008/09 to 25% in 2009/2010 (Self Assessment Survey indicator)

Recommendation / Area for development	Ref.	Action	Timescale	Lead Officer	Outcome
		Quality Assurance Framework Reporting structure: Departmental Management Team, Workforce Development Group, Safeguarding Board			
<ul style="list-style-type: none"> Establishing systems for effective managerial oversight of minimum standards of practice, within a quality assurance framework 		Develop a Quality Assurance Framework for Safeguarding to include: <ul style="list-style-type: none"> Routine Safeguarding casefile audits and peer review process User experience feedback Quality circles co-ordinated by Adult Protection co-ordinators Development of a minimum data set of Safeguarding activity and performance data Reporting Structure: to ESCC Chief Officer Team, Lead Member, Scrutiny (4 reports per annum), Departmental Management Team, Safeguarding Adults Board and Performance Board	Framework drafted 01/11/08 Progress reports to ASC Scrutiny 27/11/08 and 26/03/09	Samantha Williams, Head of Performance & Engagement	People are safeguarded against abuse and neglect Increase safeguarding referrals from Home Care agencies. 2009/10 targets to be based on 2008/09 baseline. Risk assessments, levels, and protection plans completed for 100% of investigations by 30/09/09
<ul style="list-style-type: none"> Establishing systems for monitoring, reporting and evaluation of performance across 		Develop of Safeguarding Vulnerable Adults Strategy to include: <ul style="list-style-type: none"> Safeguarding activity, performance and trend 	Data set to be agreed by 30/11/08	Samantha Williams, Head of Performance and Engagement	Partner organisations across East Sussex are better placed to respond to and future plan Safeguarding activity

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organisations, linking annual reporting to improvement planning and a measurable work programme		<p>data to be mainstreamed into monthly Adult Social Care management information reports</p> <ul style="list-style-type: none"> • Performance monitoring and evaluation processes to be established across Safeguarding Adults Board partners • Safeguarding data to be used to directly inform investment, resource planning and policy and service development decisions • Performance improvement actions to be incorporated into annual work programme <p>2009/10 Adult Social Care Policy Steer for Safeguarding Adults with associated Council Plan and Adult Social Care Business Plan targets</p> <p>Reporting structure: Safeguarding Adults Board and Performance Board</p>	<p>Monitoring arrangements to be agreed by 28/02/09</p> <p>Progress reports to November and February Performance Boards and January Safeguarding Board</p> <p>31/03/09</p>		
1.3 Promote awareness of safeguarding issues for people who use services, their carers and representative organisations through publicity and relevant training	IWC report recommendation PAN 7.1, 7.2	Develop of Safeguarding Vulnerable Adults Strategy to include:			

Recommendation / Area for development	Ref.	Action	Timescale	Lead Officer	Outcome
		<ul style="list-style-type: none"> • Consultation with staff, stakeholders and service users • A communications plan • A Safeguarding training strategy (see 1.2 above) • Develop user/carer training programme for raising awareness about safeguarding issues <p>Promote awareness through planned multi-agency initiatives on 'World elder abuse awareness day'</p>	<p>First draft to Safeguarding Board 25/11/08</p> <p>Second draft 01/02/09</p> <p>Strategy sign-off 31/03/09</p> <p>Consultation period 01/12/08 to 31/01/09</p> <p>June 2009</p>	<p>Samantha Williams, Head of Performance and Engagement</p>	<p>People are safeguarded against abuse and neglect</p> <p>Increased awareness of Safeguarding issues, measured through:</p> <ul style="list-style-type: none"> • Citizens panel surveys • Older Peoples forums • Learning Disability Reference Group • Disabled persons reference group • Partnership Board feedback
<p>1.4 Ensure best practice in safeguarding through:</p>	<p>IWC report recommendation PAN 7.1, 7.2, 7.3</p>	<p>Develop of Safeguarding Vulnerable Adults Strategy to include:</p>			
<ul style="list-style-type: none"> • revising policy on advocacy • promoting prevention and contingency planning in safeguarding policies and procedures 		<p>Expansion of the range of advocacy support services available across service groups and geographic areas:</p> <ul style="list-style-type: none"> • Develop Service specification • Improve information at the point of contact • Use the Quality Assurance Framework to ensure clear care pathways for Safeguarding are contained within care plans 	<p>Service specification to be drafted by 31/12/08</p> <p>New service implementation from 01/04/09</p> <p>31/03/09</p>	<p>Beverly Hone, Assistant Director – Strategy and Commissioning</p>	<p>Local people can access the advocacy support appropriate to their needs</p> <p>Service users are satisfied with information about advocacy services (baseline to be established by 31/12/09)</p>

Recommendation / Area for development	Ref.	Action	Timescale	Lead Officer	Outcome
		<ul style="list-style-type: none"> • Improve contingency planning through expansion of the carers emergency respite service (CRESS) across other services • Introduce fast-track access to services for people with unstable medical conditions e.g. MS 	<p>CRESS expansion proposal to DMT by 31/12/08 New service in place by 01/04/09</p> <p>Pathway developed and services identified by 31/03/09</p>	<p>Mark Stainton, Assistant Director - Operations</p>	<p>People are safeguarded against abuse and neglect</p> <p>Service users with fluctuating medical conditions can access packages of care quickly without the need for re-assessment</p>
<ul style="list-style-type: none"> • Promoting uptake of CRB checks by people who use direct payments, and revising literature provided to them about this 		<ul style="list-style-type: none"> • Produce a Good Practice guide for employers using Direct Payments to promote best practice and DH guidance on safeguarding issues (including the impact of new legislation for those without capacity and the role of the Independent Safeguarding Authority once established) • Produce information in a range of different formats and languages. • Review other Direct Payments information to ensure safeguarding issues are appropriately covered and reflect best practice. 	<p>31/01/09</p> <p>31/03/09</p>	<p>Jaine Huntley, Service Development Manager</p> <p>Jaine Huntley, Service Development Manager</p>	<p>People are safeguarded against abuse and neglect</p> <p>Service users are satisfied with information about direct payments services (baseline to be established by 31/12/09)</p> <p>Increase the percentage of personal assistants with CRB checks by 12% by 31/03/09</p>

Recommendation / Area for development	Ref.	Action	Timescale	Lead Officer	Outcome
2. Delivering Preventative Services					
2.1 Revise documentation supporting assessment and review processes to ensure a person centred, outcome focussed approach	IWC report recommendation	Develop a Quality Assurance framework for assessment , care management and review, to include: <ul style="list-style-type: none"> • A cross-service review of assessment and review documentation and processes • Annual schedule of peer review and internal audit of outcome focussed practice and delivery of person centred approach Reporting structure: Audit and Review outcomes reported to Performance Board; Putting People First Programme Board.	Report on review to Boards by 31/01/09 Schedule agreed by 31/01/09	Mark Stainton, Assistant Director, Operations Kay Reeve, Head of Access and Self Directed Support (Putting People First)	People using Adult Social Care Services receive person centred, high quality services wherever they live in East Sussex Assessment and Care Management user experience surveys: Maintain user satisfaction levels at greater than 75% for 'satisfaction with assessment' and 'overall satisfaction with adult social care' Occupational Therapy User Experience Survey: Maintain the percentage of users who felt their life has improved as a result of equipment/adaptations, at over 75% Support To Access Care Services (STACS): Maintain percentage of service users who felt that the information received from STACS had allowed them to make an informed choice at 80%+.
2.2 Promote positive outcomes by establishing systems for effective managerial oversight of minimum standards of practice, within a quality assurance framework for	IWC report recommendation	Develop a Quality Assurance framework for assessment , care management and review, to include: <ul style="list-style-type: none"> • Review and refresh minimum standards of practice for assessment, 	Standards review findings reported to Boards by 31/01/09 Refreshed	Mark Stainton, Assistant Director, Operations Kay Reeve,	People using Adult Social Care Services receive person centred, high quality services wherever they live in East Sussex ESCC Staff Survey:

Recommendation / Area for development	Ref.	Action	Timescale	Lead Officer	Outcome
assessment , care planning and review processes		<p>care planning and review.</p> <ul style="list-style-type: none"> Refreshed standards to be disseminated across the Department through communications plan and staff training programme. <p>Reporting Structure: Monitor adherence to standards through Performance Board; Putting People First Programme Board.</p>	standards to be disseminated by 30/04/09	Head of Access and Self Directed Support (Putting People First)	<p>Increase percentage of staff who agree that: 'Over the past 12 months I have become clearer about the Council's objectives and my role in achieving them' from 46% in 2007 to 50% 2009</p> <p>Increase the percentage of staff who state 'My line manager discusses team performance at team meetings' from 60% in 2007 to 65% 2009</p>
2.3 Undertake action to ensure that older people have confidence in systems for reporting concerns and are effectively supported to do so	IWC report recommendation	<p>Develop the Quality Monitoring processes and reporting for purchased care services to increase the overall quality of provision taking account of complaints, reviews, CSCI information and safeguarding issues.</p> <p>Develop organisational understanding of the issues relating to older peoples confidence in reporting concerns through:</p> <ul style="list-style-type: none"> Specific work with service providers to identify and understand the level and nature of concerns being raised with them Deliver awareness raising sessions to the Health and Community Theme Group of the Older Peoples 	<p>31/03/09</p> <p>31/03/09</p> <p>31/03/09</p> <p>September 2009</p>	<p>Jeri Damman, Head of Contracts and Purchasing</p> <p>Janette Lyman, Complaints Manager</p>	<p>Older People feel more confident reporting their concerns</p> <p>Reduced number of concerns raised by the independent sector about older people lacking confidence in systems for reporting concerns (Establish baseline by 31/03/09)</p>

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		Forums. <ul style="list-style-type: none"> Deliver awareness raising sessions to each of the East Sussex Older Peoples Forums and through Carers forums 			
3. Leadership & Commissioning					
3.1 Ensure that strategies and action plans are specific and measurable, with improved service and team plans that establish robust links between targets, performance and outcomes	IWC report recommendation	2009/2010 business plans: <ul style="list-style-type: none"> Outcomes to be set for all departmental and service level targets Scrutiny and Lead Member to assess and monitor SMART approach to business planning and delivery of targets Further develop specific and measurable actions to be included in all Commissioning Strategies and implementation plans at the point of re-refresh.	31/03/09 Scrutiny report 26/03/09 2009/2010	Samantha Williams, Head of Performance and Engagement Heads of Strategic Commissioning – all services	Changes in policy and service development are directly linked to strategies and plans Council Plan and Adult Social Care Business Plan will contain only SMART targets
3.2 Ensure that people who use services and carers area supported during the organisational change programme by effective monitoring and maintaining quality outcomes	IWC report recommendation	Strategic review of Adult Social Care Engagement to include: <ul style="list-style-type: none"> Developing our care management and review practice to ensure existing users and carers are fully supported through organisational change Setting strategic objectives for consultation, 	Project Initiation Document 30/10/08 Progress reports to DMT & PPF Boards November 08, January 09 Options and	Samantha Williams, Head of Performance and Engagement Vicky Smith, Head of Choice, Market Development	People who use services feel informed, engaged and supported through organisational change 70%+ people feel supported through changes made to their service (user experience survey) User/Carer representation on all strategic boards by 31/12/09 and

Recommendation / Area for development	Ref.	Action	Timescale	Lead Officer	Outcome
		<p>engagement and involvement of users, carers, providers, stakeholders and local people in policy and service design, development, and evaluation</p> <ul style="list-style-type: none"> • User and Carer membership on strategic boards (where users and carers are not already present) • Establishing robust mechanisms for user and carer involvement to directly influence investment and commissioning decisions • Develop and deliver a programme of inclusive participation training <p>Ensure systematic engagement of service users and their carers through organisational change as part of the Putting People First <i>Choice, Market Development and Engagement</i> workstream</p> <p>Reporting structure: Departmental Management Team; Putting People First Programme Board.</p>	<p>recommendations agreed by 31/03/09</p> <p>Programme developed by 31/03/09.</p>	<p>and Engagement (PPF)</p>	<p>extended involvement in service development and evaluation</p>

Recommendation / Area for development	Ref.	Action	Timescale	Lead Officer	Outcome						
3.3 Ensure equality of access to services by taking action to:	IWC report recommendation	Review management and reporting arrangements for equalities issues in Adult Social Care to deliver:									
<ul style="list-style-type: none"> Ensure that equalities issues are embedded in strategic commissioning and operational processes and service provision 		<ul style="list-style-type: none"> inclusive and robust decision making and communication structures for equality and diversity issues across Adult Social Care promote learning opportunities for staff and users/carers refresh the Equality impact assessment approach to be inclusive and to maximise its effectiveness as a practical tool revise commissioning and operational process and practice in accordance with EIA recommendations <p>Reporting Structure: Departmental Management Team</p>	<p>Project Initiation Document 31/10/08</p> <p>DMT progress report December 08 and February 09</p> <p>Review completion by 31/03/09</p>	Samantha Williams, Head of Performance and Engagement	<p>All people (including disabled people, people from minority ethnic communities, gay, lesbian, bi-sexual and transsexual people) feel that their needs are reflected in strategies and service developments.</p> <p>Fair and equitable access to information and advice, and receive appropriate and inclusive services.</p> <p>User/Carer representation on all strategic boards by 31/12/09 and extended involvement in service development and evaluation</p>						
<ul style="list-style-type: none"> Improve performance in access to care managed services 		<p>NIS 136: People supported to live independently through social services all ages</p> <ul style="list-style-type: none"> Increase the number of people supported, to achieve LAA targets 	2008/09 – 2011	Samantha Williams, Head of Performance and Engagement	<p>More people are supported to live independently</p> <p><i>Delivery of 3 year LAA targets:</i></p> <table border="1" data-bbox="1720 1297 2143 1377"> <tr> <td>08/09</td> <td>09/10</td> <td>10/11</td> </tr> <tr> <td>12158</td> <td>12673</td> <td>13175</td> </tr> </table>	08/09	09/10	10/11	12158	12673	13175
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Recommendation / Area for development	Ref.	Action	Timescale	Lead Officer	Outcome
<ul style="list-style-type: none"> Develop strategic plans to address inequity of access by area, linked to transport planning 		<ul style="list-style-type: none"> Age and ethnic origin monitoring of service users (quarterly) <p>Reporting structure: Performance Board; LAA project group.</p> <p>ESCC commissioned 'bus and community transport reviews' Objectives include:</p> <ul style="list-style-type: none"> Develop a passenger transport strategy to deliver Council objectives in the most cost effective way Address inequity of access to transport services across the county Assess the extent to which Council funded bus services meet the needs of the county and contribute to the delivery of adopted policies To develop a clear Community Transport Strategy defining the role of voluntary and community based transport as part of an integrated system 	<p>31/03/09</p> <p>2009/2010</p>	<p>Rupert Clubb, Director of Transport and Environment</p>	<p>Local transport services meet peoples needs in a cost effective way</p>
<p>3.4 Establish standards and processes that will ensure the systematic engagement of the public</p>	<p>IWC report recommendation</p> <p>PAN 9.3</p>	<p>Strategic review of Adult Social Care Engagement to include:</p> <ul style="list-style-type: none"> Setting strategic objectives 	<p>Project Initiation Document</p> <p>30/10/08</p>	<p>Samantha Williams, Head of Performance and</p>	<p>People who use services, their carers and key stakeholders feel informed, engaged and supported through organisational</p>

Recommendation / Area for development	Ref.	Action	Timescale	Lead Officer	Outcome
and partners in consultation, strategic development and service planning		<p>for consultation, engagement and involvement of users, carers, providers, stakeholders and local people in policy and service design, development, and evaluation</p> <ul style="list-style-type: none"> • Launch of disabled persons reference group • User and Carer membership on strategic boards (where users and carers are not already present) • Establishing robust mechanisms for user and carer involvement to directly influence investment and commissioning decisions • Confirmation and dissemination of corporate consultation standards • Develop and deliver a programme of inclusive participation training <p>Systematic engagement of service users and their carers, through Putting People First <i>Choice, Market Development and Engagement</i> workstream</p>	<p>Progress reports to DMT & PPF Boards November 08, January 09</p> <p>Options and recommendations agreed by 31/03/09</p> <p>2009/2010</p>	<p>Engagement</p> <p>Vicky Smith, Head of Choice, Market Development and Engagement (PPF)</p>	<p>change</p> <p>User/Carer representation on all strategic boards by 31/12/09 and extended involvement in service development and evaluation</p>

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		Reporting structure: Departmental Management Team; Putting People First Programme Board.			
3.5 Strengthen contracting, procurement and commissioning arrangements to improve market management and build partnerships with the independent sector	IWC report recommendation	<p>Review partnership arrangements with provider agencies to improve departmental/provider relationships:</p> <ul style="list-style-type: none"> Options appraisal for cross sector provider partnership arrangements Options appraisal to cover home care, residential and voluntary organisations <p>Implement specialist support / homecare contracts and develop helped to live at home services with the market and commissioners</p> <p>Develop Joint Procurement with the Primary Care Trust in order to improve market management of nursing care (minimum requirements, consistent fee rates, better identify service gaps) and establish joint brokerage to promote single point of contact for purchasing.</p> <p>Ensure providers are fully</p>	<p>Review progress report to DMT January 2009</p> <p>Options appraisal complete by 31/03/09</p> <p>2009/2010</p> <p>Progress reports to DMT January 2009, March 2009</p> <p>Joint brokerage to be established during 2009/2010</p>	<p>Vicky Smith, Head of Choice, Market Development and Engagement (PPF)</p> <p>Jeri Damman, Head of Contracts and Procurement and Heads of Strategic Commissioning</p> <p>Vicky Smith, Head of Choice, Market Development and Engagement (PPF)</p>	<p>Adult Social Care and provider organisations work effectively together to meet the needs of both publicly funded and self-funded individuals</p> <p>Support To Access Care Services (STACS): Maintain percentage of service users who felt that the information received from STACS had allowed them to make an informed choice at 80%+.</p>

Recommendation / Area for development	Ref.	Action	Timescale	Lead Officer	Outcome
		engaged in the development and implementation of the Putting People First <i>Choice, Market Development and Engagement</i> workstream action plan			
4. Performance Assessment Notebook areas for development not covered by IWC recommendations					
<p>4.1 The number of problem drug misusers accessing treatment services is significantly less than the comparator average.</p> <p>The number of problem drug misusers sustained for 12+ weeks in treatment services was is significantly less than the comparator average.</p>	1.2	<p>East Sussex Adult Drug Treatment Plan:</p> <p>Monthly routine monitoring number of assessments, average and longest waits, exceptional waits, numbers in each treatment modality, retention and planned/unplanned discharges with actions planned to address deviation from target trajectories. Target ref: [TP3.7]</p> <p>Recommission services providing tier 2 and tier 3 interventions (including specialist prescribing) in Hastings and Rother Target ref: [TP1.1]</p> <p>Crack and/or opiate users recorded as being in effective treatment.</p>	<p>Monthly from April 2008</p> <p>Contract to be awarded 31/12/08</p> <p>2008-2011</p>	<p>Jason Mahoney Joint Commissioning Manager - Substance Misuse East Sussex Drug and Alcohol Action Team</p>	<p>More problem drug users are accessing and sustaining treatment services</p> <p>2009/2010 Target: 5 % increase from baseline year This indicator is embedded within the National Indicator Set and appears within Vital Signs.</p>

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4.2 Average length of time waiting for minor adaptations from assessment to work beginning improved but remains below the comparator average.	2.2	Develop a cost effective process for procuring non standard Minor adaptations Streamline the process for ordering minor adaptations to increase efficiency	Options paper to DMT December 2008. Process agreed by 31/03/09	Sally Reed, Head of Occupational Therapy	People don't have to wait as long for their minor adaptation to be installed Reduce waiting times for minor adaptations from assessment to work beginning from 2.0 in 07/08 to 1.9 in 08/09 (Self Assessment Survey target – measured by average number of weeks)
4.3 Reducing falls continues to be the top priority within the 'Healthier Communities and Older People' part of the ES LAA. However the number of falls continues to rise.	2.2	Falls intervention activity to be: <ul style="list-style-type: none"> targeted for maximum impact in the context of the local demographics based on robust analysis of the level and nature of falls across the County. Falls Intervention Programme for Care Homes (Adult Social Care, PCT's, Falls Prevention Programme): <ul style="list-style-type: none"> Additional £30k investment into the Care Homes programme Percentage reduction in numbers of falls 3 months prior to the pilot and 3 months after programme intervention Reporting structure: Performance Board and ESCC LAA project team.	Quarterly monitoring of Falls data to LAA project Group and Falls Prevention Group October 2008 – March 2009. Quarterly progress reports to LAA project team and Performance Board.	Samantha Williams, Head of Performance and Engagement – link to health and social care Falls prevention groups	People benefit from targeted intervention regarding falls prevention
4.4 There was some evidence that feedback influenced services but	3.4	Strategic review of Adult Social Care Engagement to include:	Project Initiation Document 30/10/08	Samantha Williams, Head of Performance	Service users and carers can see how their feedback is directly influencing service

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this needed further development		<ul style="list-style-type: none"> • Setting strategic objectives for consultation, engagement and involvement of users, carers, providers, stakeholders and local people in policy and service design, development, and evaluation • Establishing audit trails to demonstrate tangible connection between user/carer feedback and service development • Launch of disabled persons reference group • User and Carer membership on strategic boards (where users and carers are not already present) • Establishing robust mechanisms for user and carer involvement to directly influence investment and commissioning decisions • Confirmation and dissemination of corporate consultation standards • Develop and deliver a programme of inclusive participation training <p>Systematic engagement of</p>	<p>Progress reports to DMT & PPF Boards November 08, January 09</p> <p>Options and recommendations agreed by 31/03/09</p>	<p>and Engagement</p> <p>Vicky Smith, Head of Choice, Market Development and Engagement (PPF)</p>	development

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		<p>service users and their carers, through Putting People First <i>Choice, Market Development and Engagement</i> workstream</p> <p>Reporting structure: Departmental Management Team; Putting People First Programme Board.</p>			
4.5 Care management experiences Advocacy and Transition	4.5	Develop a multi agency transition framework and process that will ensure high quality, person centred support is delivered to young people and their families	March 2009	Debbie Endersby, Head of Strategic Commissioning – Learning Disability	<p>Young people are supported and enabled to achieve their maximum potential and are prepared for greater independence as valued members of the community</p> <p>Users and carers are satisfied with their experience of transition (baseline to be established 2009/10)</p>
4.6 Care management experiences - Single Assessment Process	4.5	<p>Complete and evaluate pilots to extend use of SAP in wider agencies (including GP surgery and Person Held Record pilots)</p> <p>Further establish electronic means of information sharing between health & social care staff, to include NHS mail accounts for Social Care employees as part of CSIP Joint Care Management pilot</p>	<p>GP Pilot 15/09/08 to 15/03/09</p> <p>Evaluation complete by 30/05/09</p> <p>31/03/09</p> <p>31/03/09</p>	Jessie McArthur, Head of Policy and Service Development	More consistent and effective assessment practice resulting from more effective partnership working

Recommendation / Area for development	Ref.	Action	Timescale	Lead Officer	Outcome
		Develop and submit a bid to become a Common Assessment Framework (CAF) demonstrator site.			
4.7 Continuing Health Care	6.1	<p>Agree and implement Continuing Health Care protocols jointly with health</p> <p>ESCC audit of Continuing Health Care implementation</p> <p>Adult Social Care Scrutiny Review of Continuing Health Care Services</p> <p>Jointly manage strategic and operational CHC issues through monthly meetings with Health</p> <p>Reporting structure: Joint Health and Adult Social Care Chief Executives Group</p>	<p>31/03/09</p> <p>31/03/09</p> <p>31/03/09</p> <p>31/03/09</p> <p>Ongoing</p>	Jessie McArthur, Head of Policy and Service Development	People needing Continuing Health Care services receive person centred, high quality services wherever they live in East Sussex
4.8 Pathways to Employment Carers	6.2 & 6.3	<p>In response to the National Carers Strategy and 18 months implementation of the Joint Carers Commissioning Strategy:</p> <ul style="list-style-type: none"> • Reviewing the Commissioning Strategy, its implementation plan and governance structures to ensure they are fit for purpose. • Completing an interim 	All actions complete by 31/03/09. Progress reports to Joint Carers Strategy Group	Barry Atkins, Head of Strategic Commissioning Debbie Charman, Strategic Commissioning Manager - Carers	<p>More carers are able to access, return to and remain in paid employment</p> <p>Increase the number of carers supported to continue in their employment or return to work: 2009/2010 target to be set against 2008/09 baseline.</p>

Recommendation / Area for development	Ref.	Action	Timescale	Lead Officer	Outcome
		review of the carers emergency respite service (CRESS) service pilot <ul style="list-style-type: none"> • Develop employment related services in line with national strategy recommendations Reporting Structure: Joint Carers Strategy Group			
4.9 Supporting transition from young people's to adult services for relevant young people	8.1	Develop a multi agency transition framework and process that will ensure high quality, person centred support is delivered to young people and their families.	March 2009	Debbie Endersby, Head of Strategic Commissioning – Learning Disability	Young people are supported and enabled to achieve their maximum potential and are prepared for greater independence as valued members of the community
4.10 Increase focus on quality over cost in commissioning and contracting.	9.4	Develop and implement commissioning and procurement model to include: <ul style="list-style-type: none"> • A data set to monitor quality of service delivery to directly inform commissioning decisions • How the department will increase quality-based incentives to providers which will include: <ul style="list-style-type: none"> - Our approach to service re-design and development - Our approach to identifying and addressing gaps in the market - How we will achieve 	Draft strategy To DMT by September 2009 Strategy completion by 31/03/10	Vicky Smith, Head of Choice, Market Development and Engagement (PPF) Jeri Damman, Head of Contracts and Procurement and Heads of Strategic Commissioning	People using Adult Social Care Services receive person centred, high quality services wherever they live in East Sussex

Recommendation / Area for development	Ref.	Action	Timescale	Lead Officer	Outcome
		<p>better market control through commissioning services differently</p> <ul style="list-style-type: none"> - Moving provider relationships towards service development activity - Improving quality through our Preferred Providers by paying more for higher quality service - Use pre-stated price bandings in tendering processes to increase focus on quality <p>Work with providers to Increase focus on quality over cost:</p> <ul style="list-style-type: none"> • Develop the forum approach introduced for home care, across nursing, residential and voluntary sector providers. • Systematic engagement of service providers through Putting People First <i>Choice, Market Development and Engagement</i> workstream 	<p>31/03/09</p> <p>Establish and develop engagement mechanisms during 2009/2010</p>	<p>Vicky Smith, Head of Choice, Market Development and Engagement (PPF)</p>	