

## ACTION PLAN – TOPIC REVIEW ON ADAPTATIONS (REVISED 18 OCTOBER 2004)

Recommendation	Action	By Whom	By When	Response	Result	Risk
<b>1. Publicity</b> <ul style="list-style-type: none"> <li>The Council publicise the adaptations service widely, including on the Council's web page. In particular, it should target the information at people that are likely to be in need of the service by including information in the Blue Badge pack.</li> <li>Social Services Department produce a mailing list and provide regular information on adaptations to professionals who are in contact with potential service users. It should provide an e-mail link to the web page for the updates.</li> </ul>	<ul style="list-style-type: none"> <li>Review information available and standardise it – complete set of standardised information.</li> <li>Link to staff responsible for Council's web page management.</li> <li>Draw up list of professionals</li> <li>Consider the information they need</li> <li>Agree protocol for updating</li> </ul>	<p>Joint Working Group (Henry Cipcer, Steve Humenko, Phil McNelis, Dorothy Clarke)</p> <p>Steve Sharratt (recently in post in Social Services)</p> <p>Dorothy Clarke – Phil McNelis</p>	<p>Completed</p> <p>Jan. 2005</p> <p>Completed</p>	<ul style="list-style-type: none"> <li>Derby Homes Welfare adaptation information sheet.</li> <li>Information process charts for Adaptation Process/web sheets</li> <li>Information Sheet for DFG</li> <li>Flow chart draft to go on web site.</li> <li>List of professionals and agencies available.</li> <li>Sign post to Web.</li> <li>Information to be updated.</li> </ul>	<p>Wide distribution of publicity and release to Web site will be planned.</p> <p>Wide distribution of publicity and release to Website will be planned.</p> <p>Mailing list drawn up ready for circulation by email. Responsibility for updates yet to be agreed.</p>	<p>Publicising the service has resulted in increased demands on an already over committed budget</p>

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<b>2. Needs Assessment</b> <ul style="list-style-type: none"> <li>The Cabinet provides one-off additional resource to the Social Services Department to enable it to bring the backlog waiting time for assessment down to five working days in line with other services such as child care assessments and vulnerable adult assessments.</li> <li>The Director of Social Services reports to the Cabinet Member with responsibility of Social Care every time the assessment period exceeds five working days.</li> </ul>	<ul style="list-style-type: none"> <li>Produce proposals for reducing assessment times, clarifying any process improvements and resource implications.</li> <li>Commission and provide a regular report using SWIFT (SSD service user database).</li> </ul>	<p>Margaret Moran</p> <p>Margaret Moran</p>	<p>Ongoing</p> <p>Completed</p>	<p>Ring fenced budget assists with management of waiting times for assessment by allowing vacancies to be covered quickly. Process improvements have led to more efficient management of referrals and assessments.</p>	<p>Strategy in place to meet new PAF targets.</p> <p>SWIFT produces regular reports for monitoring. (Monthly in SSD, quarterly to cabinet)</p>	<p>Any increased demand for assessment will place pressure on the Department to maintain good performance</p>
<b>3. Administration</b> <p>All Departments should:</p> <ul style="list-style-type: none"> <li>Adopt a standard form (where legislation allows) for all elements of the process to reduce duplication of effort and enable access to other officers to extract non-confidential information. (Private sector)</li> </ul>	<ul style="list-style-type: none"> <li>Review forms in use, including blue workflow document – completion of task.</li> <li>Utilise the workflow functionality of Anite's document management solution, <a href="#">anite@work</a>. (Action now being reviewed as new method may emerge from e-Derby / ESCR programme).</li> </ul>	<p>Dorothy Clarke / Phil McNelis</p> <p>Perveez Sadiq Kevin Evans Simon Raine</p>	<p>Completed</p> <p>Oct. 2005 (at the earliest)</p>	<p>PMcN / DAC have reviewed with lead OT for Adaptations</p> <p>To be commissioned as part of e-Derby programme and delivery within Electronic Social Care Record workstream (ESCR).</p>	<p>Revised forms now used operationally</p> <p>Social Services Progress Chaser for Derby Homes now access Derby Homes Academy data base.</p>	<p>Systems are not compatible between Grants and Social Services.</p>



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<ul style="list-style-type: none"> <li>The assessment criteria should be provided for everyone applying for assistance.</li> </ul>	<ul style="list-style-type: none"> <li>Review assessment criteria.</li> <li>Integrate into Procedures.</li> </ul>	Dorothy Clarke / Phil McNelis	Completed	<ul style="list-style-type: none"> <li>Provided in FACS. documentation.</li> </ul>		
<b>5. Means Test Form</b> <ul style="list-style-type: none"> <li>It is recommended that, following a positive assessment.</li> <li>The DFG means test form is left with the Service Users at the end of the assessment meeting, together with a named contact to help with completing the form.</li> <li>Officers notify Housing and Advice Services every time this is done.</li> </ul>	<ul style="list-style-type: none"> <li>Recommendation is felt to be unhelpful. Need to consider a response which indicates the process is already as speedy as it can be.</li> <li>Recommendation is felt to be unhelpful. Need to consider a response which indicates the process is already as speedy as it can be.</li> </ul>			<ul style="list-style-type: none"> <li>Considered by Grants Officer. Implementation not recommended</li> <li>Considered by Grants Officer. Implementation not recommended.</li> </ul>		
<b>6. Information Technology</b> <ul style="list-style-type: none"> <li>The Cabinet ensured the IT systems are made compatible across the whole authority to improve information flow.</li> </ul>	<ul style="list-style-type: none"> <li>Ensure Social Services Department is an active participant in the implementation of e-Derby.</li> <li>Implement Social Services Department Information Strategy.</li> </ul>	John Cornall  Pervez Sadiq	Ongoing	Included within e-Derby programme and ESCR delivery.	Compatible IT systems.	<ul style="list-style-type: none"> <li>Delay in implementation will prevent further integration.</li> </ul>



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<b>9. Progress Chaser</b> <ul style="list-style-type: none"> <li>The Council establish a single point of contact for the private sector adaptations process. This should be addressed by establishing a 'progress chaser' post similar to the one for the public sector.</li> </ul>	<ul style="list-style-type: none"> <li>Consider how this would work and appraise options for viability and affordability. <ul style="list-style-type: none"> <li>how does it work?</li> <li>Where is it placed?</li> <li>How is it funded?</li> </ul> </li> </ul>	Margaret Moran	Temporary post in place but not funded long term.	Progress Chaser post has been piloted since 1 July, funded by Grants but managed by Social Services.	1 <sup>st</sup> evaluation showing that service has been enhanced both in quality and efficiency	Funding required for this post to continue. Need to consider cost sharing across departments.
<b>10. Monitoring.</b> <ul style="list-style-type: none"> <li>Derby Homes records and monitors the times for providing minor and major adaptations separately to give a true reflection of the time taken to deliver the service.</li> </ul>	<ul style="list-style-type: none"> <li>Derby Homes action already agreed: <p>From 1 April 2003 separate reports will be produced on a monthly basis to monitor the time taken for both Minor and Major repairs.</p> </li> </ul>	Shaun Bennett	Completed		Now operational	
<b>11. Customer Satisfaction.</b> <p>Derby Homes to:</p> <ul style="list-style-type: none"> <li>Establish and publish service standards and conduct customer satisfaction surveys to ensure they meet the standards. This should help the organisation to identify common issues and improve quality of service to their customers.</li> </ul>	<ul style="list-style-type: none"> <li>Derby Homes action already agreed: <p>Following the recruitment of additional staff, publishing of standards and instigating the Customer Satisfaction Survey is to be instigated during 2004/05.</p> </li> </ul>	Shaun Bennett	Completed		Now operational	

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<b>11. Customer Satisfaction (cont'd)</b> <ul style="list-style-type: none"> <li>Formally sign off the work with the Service Users to confirm it meets their needs.</li> </ul>	<ul style="list-style-type: none"> <li>A system will be formulated in conjunction with Social Services to introduce a formal signing off procedure for Service Users.</li> </ul> <p>To be in operation by 1 September.</p>	Steve Humenko	Completed	Document devised	Now operational. Responsibility established of Progress Chaser in Social Services with responsibility for Derby Home Adaptations.	
<b>12. Joint Working Protocols</b> <ul style="list-style-type: none"> <li>The Council establishes a joint working protocol to formalise and streamline the good working relationships that exist between departments of the Council. This should include time standards for responses between departments</li> </ul>	<ul style="list-style-type: none"> <li>Revision of Agency Agreement between Council Departments.</li> </ul>	Joint Working Group	April 2005	Joint Working Group tasked to agree timescales and protocol with Architects.	Social Services Procedures manual revised and now used operationally.	
<b>13. Accident Prevention</b> <ul style="list-style-type: none"> <li>The Council should consider prevention work, particularly focusing on the elderly. This may involve, amongst other things, raising awareness of potential accidents in the home and suggestions on how to avoid / reduce them.</li> </ul>	<ul style="list-style-type: none"> <li>Consider work already taking place in the Council in relation to prevention of accidents, e.g. in Environmental Health.</li> <li>Risk assessment focus within social care assessments.</li> <li>Link to NSF, Falls Prevention Strategy.</li> </ul>	Henry Cipcer  Mick Connell	Ongoing	Cross Agency responsibility clearly identified in NSF for Older People	To be integrated into future strategies and policies.	Difficult to evaluate effectiveness within a very diverse Older People's Agenda.