

Ref	Action	Owner	Target Timescale	Status/Commentary
Common Improvement Actions				
1.	Streamline processes. <ul style="list-style-type: none"> - Social Work Restructure - Implement new core system - e- Services Roll Out 	Phil Holmes/ Perveez Sadiq	April 2014	The social work restructure shall have a pervading effect on a number of the issues contained within the peer review improvement letter resulting from the Peer Challenge process. The revised structure creates clear accountability, whilst supporting integration and reducing handoffs. The revised e-processes and case management system shall support the staff in the new structure to operate more efficiently and effectively.
2.	Improve communication and access to online information. <ul style="list-style-type: none"> - "Making It Real" action plan - Review On-line Information - e-Services Roll out - 	Perveez Sadiq	April 2014	Social care advice and information as a universal service offer is a key requirement of the Care Bill. The on-line information available to the public is under review and the introduction of transactional facilities through e-services and the customer portal shall allow richer functionality to be available to the public. e.g. on-line supported assessment and eligibility functions
3.	Improve consistency in the use and understanding of data in particular reference to caseload management and improvement of outcomes. <ul style="list-style-type: none"> - Continued use of Making it Real Framework - Engage Managers with Data Analysis - Review MI Reports and Dashboards 	Phil Holmes/Brian Frisby	On -Going	The Making IT Real framework and POET evaluation tools are being employed to improve our understanding of customer experience. This information is being used to assess performance and direct resources. The current suite of management information reports require a review and this is scheduled to take place in January 2014. Coupled with route cause analysis training for managers, this

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				shall provide a platform for evidence based decision making.
Mental Health Services Improvement Actions				
4.	<p>Engagement with Derbyshire Healthcare Foundation Trust</p> <ul style="list-style-type: none"> - Active and full engagement with the Trust's Transformation programme through Board Membership. - The development of a shared performance and operating framework with the Trust - Engagement of the Trust in the Assessment, Enablement and Support Planning Restructure. 	Brian Frisby	April 2014	<p>The engagement with the Derbyshire Healthcare Foundation Trust has improved significantly over the recent months. The Council is now decisively engaged in the Trusts Transformation programme with a seat on the Board. For social care the programme is designed to deliver focus on recovery through community based solutions via a personalised approach.</p> <p>The Trust is fully engaged in the Assessment, Enablement and Support Planning Restructure. The direct reporting of the HoS for Mental Health to the Council Service Director shall provide greater accountability and control for the Council over Mental Health resources.</p>
5.	<p>Use of Resources on Mental Health Services</p> <ul style="list-style-type: none"> - High Cost Placement Project - Engagement of the Trust in the Assessment, Enablement and Support Planning Restructure - Additional market development capacity - Use of Local Area Co-ordination with a strengths based approach in mainstream social care practice. 	Brian Frisby	April 2014	<p>The high cost placement project has already yielded significant placement cost savings. The shared lives project will continue to play a key role in delivering alternative placement lower cost placement opportunities.</p> <p>The AESP restructure will create capacity for a market development role to focus on community based solutions working with existing and new providers.</p> <p>The change of emphasis for the social work conversation to an asset based approach shall yield opportunities to better utilise community assets, universal and voluntary sector services.</p>

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Personalisation Improvement Actions				
6.	<p>Maximise untapped resources in the community.</p> <ul style="list-style-type: none"> - Increase Local Area Co-ordination team staff numbers - Awareness raising amongst staff of service directories - Work more with Faith and Business sector. - Work with Communities to build resilience. 	Brian Frisby/ Perveez Sadiq	April 2015	<p>The Local Area Co-ordination work in Alvaston and Arboretum as a new instrument in supporting social care solutions has demonstrated its effectiveness. The growth in the number of LAC officers shall support the spread of the concept to a wider geography.</p> <p>Early work with the faith and business sector has commenced e.g. Night Shelter and Food Banks. More work is required to maximise social responsibility return from an active and willing business and faith sector in Derby.</p> <p>Direct work with communities using Asset Based Community Development techniques shall be necessary to support the Vision for adult social care in Derby.</p>
7.	<p>Reiterate Vision for Social Care for the City.</p> <ul style="list-style-type: none"> - Annual Report / Local Account - Engagement Events - Budget Process 	Cllr Mark Tittley/ Cath Roff	On Going	<p>The Vision for adult social care is embedded within social care literature. There is a need to continue to publicise this widely across the city at every opportunity. All appropriate recent Council publications have been used as a vehicle to actively market the Vision.</p>
8.	<p>Develop advice provision for providers that wish to develop personalised services.</p>	Perveez Sadiq	April 2014	<p>The new market development post shall re introduce a focal point for providers to contact for support. The post holder shall play a key advice role in the creation of additional personalised</p>

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	<ul style="list-style-type: none"> - Reintroduction of Market Development Role - Develop Commissioning Function to add further capacity - Raise Awareness amongst operational staff through "Did You Know" events. 			<p>services in the market place.</p> <p>The Commissioning function remit shall be broadened to include advice and support to providers wishing to diversify services.</p> <p>A number of small showcase events for staff have been held at the Council House already by new providers in the market. Further events are planned for 2014.</p>
9.	<p>Assess customer experience and the impact of budget changes on choice and control for customers receiving personal budgets.</p> <ul style="list-style-type: none"> - POET Survey - Making IT Real Evaluation - Resource Allocation System Review - Co-Production of public information and customer processes 	Brian Frisby/ Phil Holmes	Sep 2014	<p>Management Intelligence about customer experience has improved significantly over the past year. This understanding requires constant update and active pursuit to ensure our processes we sue and the outcomes we achieve are the right ones for our customers. The POET and Making IT Real tools are the frameworks of choice for gathering customer experience aggregate intelligence.</p> <p>The Resource Allocation system requires periodic review to ensure it continues to be a fit for purpose device to allocate resource.</p>
Safeguarding Improvement Actions				
10.	Providing feedback to referrers to be implemented as part of the standard safeguarding process wherever practicable.	Phil Holmes	Dec 2013	The safeguarding paperwork prompts the case worker at multiple points in the process to feedback to the referrer about progress. This has been implemented and shall be monitored at Board level.
11.	Consider the implementation of a flexible	Phil Holmes	Jan 2014	The use of such a mechanism has been discussed at the

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	extended person centred timeframe for complex case closure.			Principal Social Worker forum. Comments from social workers on implementation are being considered prior to implementation to ensure sufficient checks and balances are in place to avoid drift in case closure.
12.	Implement the Customer Fair Processing Notification on all safeguarding documentation.	Phil Holmes	Dec 2013	A safeguarding customer consent form and a separate information sharing form without consent are operational within safeguarding. These forms require the addition of the fair processing notification adding to the form.
13.	Knowledge and recording of outcomes on case files to be reviewed as part of File Audit process. Aggregate information to be reported to the Board.	Phil Holmes	April 2014	The "Making Safeguarding Personal" pilot is underway in adult social care. Workers are selecting 2-3 open cases and using new guidance to support the safeguarding conversation with the customer. Outcomes from the pilot shall be recorded on the revised paperwork and aggregated to be reported to the Board. Full roll out of the revised process is envisaged during Q4 of 2013/14. There is an LGA interest in the findings from pilot and results shall be reported to LGA in the new year.
14.	Improve senior board attendance so that all relevant agencies are fully engaged.	Safeguarding Adults Board Chair	April 2014	The annual safeguarding report and plan for 2014/15 was reported to Adults and Public Health Board recently. The Independent Chair of the Derby Safeguarding Adult Board is working with all partner agencies to ensure appropriate sustained senior level representation on the Board and commitment to its effective operation.

