

## Appendix 1 -Action Plan – Review of Adult Operational Services

No	Recommendation	Proposed Actions/Progress	Success Measures	Responsibility	Date
<b>Day Care Services: 1 - Halcyon Centre/Alma Centre (Appendix 1)      2 – Parkside Day Care Centre (Appendix 2)</b>					
1	Re-provide services currently delivered at Alma Centre, to the Halcyon Centre in line with the authorisation by Cabinet for the sale of the Alma site on 5 November 2009.	Letters sent to clients of AC/HC re move to AC for building works to commence	Letters distributed to all clients/carers	HG/SG/FP	<b>Dates submitted are provisional</b> 12.03.10 Completed
		Transport Issues addressed	All clients requiring transport are facilitated	EB	April 2010 Completed
		Action Plan drawn up	Action Plan ready for distribution on time	HG.SMc	27.04.10 Completed
		HC service move to AC	Service transfer		24.05.10
		Action Plan submitted to CMT	Action plan agreed by CMT	SMc/HG	04.05.10
		Action Plan submitted to Select Committee	Action Plan agreed by SC	SMc/HG	19.05.10
		Building works undertaken	Completed on time and to budget	JM	May to Dec 2010
		Return to SC with update of progress	SC agree updates	SMc/HG	Quarterly until complete
		Report presented to Cabinet of outcomes	Outcomes agreed by Cabinet	HG/SMc	July 2010
	Letters to clients/Carers re	Letters distributed to	HG/FP/SG	November 2010	

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		move to HC Transport issues addressed Combined service move to AC	clients/carers All clients requiring transport are facilitated Service relocation	EB HG/FP/EB/JM	Oct/Nov 2010 <b>December 2010</b>
2	That Cabinet authorise Officers to enter consultation with clients and staff of Parkside Day Centre regarding the development of services for the future	Letters to staff and clients/carers re cabinet approval to consult Meet with staff Update Unions re recommendations Action Plan drawn up Action Plan submitted to CMT Action Plan submitted to Select Committee Time table for/scope of consultation set out Letters re consultation sent out Meetings/information gathering arranged/consultation	Letters agreed and distributed to staff/clients/carers All staff have opportunity to express views Meet with Union/s Action Plan ready for distribution on time Action plan agreed by CMT Action Plan agreed by SC Action plan in place All clients/carers and staff receive letter Meet with all interested parties. All parties have	SMc/HG DMc/HG HG/SMc/DMc/AG SMc/HG HG/SMc HG/SMc SMc/HG/DMc HG/AG HG/SMc/DMc	<b>Dates submitted are provisional</b> 12.03.10 Completed 29.03.10 Completed April 2010 27.04.10 Completed 04.05.10 19.05.10 April 2010 Completed May 2010 May/June 2010

No	Recommendation	Proposed Actions/Progress	Success Measures	Responsibility	Date
		<p>Report drawn up of outcomes</p> <p>Outcomes presented to ALC Select Committee</p> <p>Return to Cabinet with outcomes of consultation/further recommendations identified</p> <p>Letters to staff/clients/carers re outcome of Cabinet</p> <p>Meet with staff/clients/Carers re proposals and time scales of implementation of recommendations</p> <p>Implementation of recommendations</p>	<p>opportunity to express their view</p> <p>Report concluded ready for submission to Select Comm</p> <p>Report accepted by Committee</p> <p>Report approved by Cabinet</p> <p>Letters agreed and distributed to staff/clients/carers</p> <p>Programme of meetings arranged and carried out</p> <p>Full involvement by all stakeholders.</p>	<p>HG/SMc</p> <p>SMc/HG</p> <p>SMc/HG</p> <p>SMc/HG/DMc</p> <p>SMc/HG/DMc</p> <p>HG/DMc/SMc</p>	<p>June 2010</p> <p>July 2010</p> <p>August 2010</p> <p>August 2010</p> <p>August 2010</p> <p><b>2011</b></p>

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<b>STEPS at Tithebarn Service (Appendix 3)</b>					
3	That Cabinet authorise Officers to enter consultation regarding the direction of travel of services provided to current clients in order to address more appropriately each client's assessed needs.	<p>Letters to staff clients and carers re cabinet approval to consult</p> <p>Update Unions re recommendations</p> <p>Meet with staff to update re Cabinet decision</p> <p>Action Plan drawn up</p> <p>Action Plan submitted to CMT</p> <p>Action Plan submitted to Select Committee</p> <p>Time table for consultation</p> <p>Letters to clients/carers re assessments</p> <p>Assessment of current need of clients carried out</p> <p>Letter re consultation</p>	<p>Letters agreed and distributed to staff/clients/carers</p> <p>Meet with Union/s</p> <p>Staff meeting held with full participation.</p> <p>Action Plan ready for distribution on time</p> <p>Action plan agreed by CMT</p> <p>Action Plan agreed by SC</p> <p>Agreed by lead officers</p> <p>Letters distributed to all concerned</p> <p>All assessments conducted on one to one basis and completed</p> <p>All concerned receive adequate notification of consultation</p>	<p>SMc/DMc/HG</p> <p>HG/SMc/DMc</p> <p>DMc/HG</p> <p>HG/SMc</p> <p>HG/SMc</p> <p>HG/SMc</p> <p>HG/DMc/SMc/LW/OMc</p> <p>SMc/HG/LW</p> <p>ISA Assessment Team/s</p> <p>HG/SMc</p>	<p><b>Dates submitted are provisional</b></p> <p>23.03.10 Completed</p> <p>April 2010</p> <p>March 2010 Completed</p> <p>27.04.10 Completed</p> <p>04.05.10</p> <p>19.05.10</p> <p>April 2010 Completed May 2010</p> <p>May 2010</p> <p>June 2010</p>

No	Recommendation	Proposed Actions/Progress	Success Measures	Responsibility	Date
		<p>Meetings conducted</p> <p>Report drawn up of outcomes</p> <p>Outcomes presented to ALC Select Committee</p> <p>Return to Cabinet with outcomes of consultation/further recommendations identified</p> <p>Letters to staff/clients/carers re outcome of Cabinet</p> <p>Meet with staff/clients/Carers re implementation of recommendations</p> <p>Implementation undertaken</p>	<p>All stakeholders able to attend meeting/s. All have opportunity to express their views</p> <p>Report concluded ready for submission to Select Committee</p> <p>Report accepted by Committee</p> <p>Report approved by Cabinet</p> <p>Letters agreed and distributed to staff/clients/carers</p> <p>Programme of meetings arranged and carried out</p> <p>All clients receive appropriate services to reflect their addressed need. Staff are suitably re-deployed</p>	<p>SMc/DMc/HG</p> <p>SMc/HG/</p> <p>SMc/HG/</p> <p>SMc/HG</p> <p>SMc/DMc/HG</p> <p>SMc/DMc/HG</p> <p>HG/ISA Managers/LW</p>	<p>June/July 2010</p> <p>July 2010</p> <p>August 2010</p> <p>August 2010</p> <p>August 2010</p> <p>August 2010</p> <p><b>Aug/Oct 2010</b></p>

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<b>Blenheim House: 4 – Long Term Residents      5 – Respite Care Clients (Appendix 4)</b>					
4	That Cabinet authorise Officers to enter consultation regarding the most appropriate future services for current long term clients.	<p>Letters to staff and clients/carers re cabinet approval to consult</p> <p>Meet with other Unitary Authorities accessing Blenheim House</p> <p>Update Unions re recommendations</p> <p>Action Plan drawn up</p> <p>Action Plan submitted to CMT</p> <p>Action Plan submitted to Select Committee</p> <p>Time table for consultation Meetings/information gathering arranged</p> <p>One to One assessment of long term clients</p> <p>Consultation meetings arranged</p>	<p>Letters agreed and distributed to staff/clients/carers</p> <p>Determine position and agree outcomes</p> <p>Meet with Unions</p> <p>Action Plan ready for distribution on time</p> <p>Action plan agreed by CMT</p> <p>Action Plan agreed by SC</p> <p>Agreed by lead officers</p> <p>All clients and their carers are supported to achieve desired outcomes</p> <p>Meet with all interested</p>	<p>SMc/DMc/HG</p> <p>SMc/HG</p> <p>SMc/DMc/HG</p> <p>SMc/HG</p> <p>SMc/HG</p> <p>SMc/HG/DMc</p> <p>Unitary Authorities/Advocates/ISA assessment teams/AR</p> <p>DMc/HG/SMc</p>	<p><b>Dates submitted are provisional</b></p> <p>23.03.10 Completed</p> <p>13/26.04.10 Completed</p> <p>April 2010</p> <p>27.04.10 Completed</p> <p>04.05.10</p> <p>19.05.10</p> <p>April 2010</p> <p>May/June 2010</p> <p>July 2010</p>

No	Recommendation	Proposed Actions/Progress	Success Measures	Responsibility	Date
		<p>and conducted</p> <p>Report drawn up of outcomes</p> <p>Outcomes presented to ALC Select Committee</p> <p>Return to Cabinet with outcomes of consultation/further recommendations identified</p> <p>Letters to staff/clients/carers re outcome of Cabinet</p> <p>Meet with staff/clients/Carers re implementation of recommendations</p> <p>Implementation of Recommendations</p>	<p>parties. All have opportunity to express their views</p> <p>Report concluded ready for submission to Select Committee</p> <p>Report accepted by Committee</p> <p>Report approved by Cabinet</p> <p>Letters agreed and distributed to staff/clients/carers</p> <p>Programme of meetings arranged and carried out.</p> <p>All clients are provided with services that meet their assessed needs and achieve desired outcomes</p>	<p>SMc/HG</p> <p>SMc/HG</p> <p>SMc/HG/DMc</p> <p>HG/AR</p> <p>SMc/DMc/HG</p> <p>HG/DMc/AR/ISA Assessment Teams/Unitary Authorities</p>	<p>August 2010</p> <p>August 2010</p> <p>September 2010</p> <p>September 2010</p> <p>September 2010</p> <p><b>October 2010 onward</b></p>
5	That Cabinet authorise Officers to review the provision of services for adults with physical disabilities who require medium term or respite care services	As for 4 above			

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<b>Rosedale</b>					
6	That Cabinet authorise Officers to continue to develop Rosedale as an integrated Intermediate Care Centre. (Enablement)	<p>Letters to staff re Cabinet decision</p> <p>Update Unions re recommendations</p> <p>Action Plan drawn up</p> <p>Action Plan submitted to CMT</p> <p>Action Plan submitted to Select Committee</p> <p>Updates presented to ALC Select Committee</p> <p>Return to Cabinet with outcomes of consultation/further recommendations identified</p> <p>Letters to staff/clients/carers re outcome of Cabinet</p> <p>Officers work with partners to consider service options</p>	<p>Letters drafted, agreed and distributed</p> <p>Meet with Unions</p> <p>Action Plan ready for distribution on time</p> <p>Action plan agreed by CMT</p> <p>Action Plan agreed by SC</p> <p>ALC agree updates</p> <p>Cabinet agree recommendations</p> <p>Letters agreed and distributed to staff/long term/respite clients and their carers</p> <p>Range of options considered</p>	<p>SMc/DMc/HG</p> <p>SMc/DMc/HG</p> <p>HG/SMc</p> <p>HG/SMc</p> <p>HG/SMc</p> <p>SMc/HG</p> <p>SMc/HG</p> <p>HG/SG</p> <p>SMc/DMc/SG</p>	<p><b>Dates submitted are provisional</b></p> <p>23.03.10 Completed</p> <p>April 2010</p> <p>27.04.10 Completed</p> <p>04.05.10</p> <p>19.05.10</p> <p>Quarterly until complete</p> <p>July 2010</p> <p>July 2010</p> <p>July 2010 onward</p> <p>July 2010</p>

No	Recommendation	Proposed Actions/Progress	Success Measures	Responsibility	Date
		Draw up action plan of options and proposed time table	Action plans remain on target	SMc/SG	<b>Ongoing</b>
7	That Cabinet authorise Commissioners to explore the concept of increased financial support from Health in order to provide alternative services under the Momentum strategy.	<p>Update Unions re recommendations</p> <p>Action Plan drawn up</p> <p>Action Plan submitted to CMT</p> <p>Action Plan submitted to Select Committee</p> <p>Officers/Commissioners meet with Health Partners to explore funding options for services at Rosedale under Momentum strategy</p> <p>Updates presented to ALC Select Committee</p> <p>Return to Cabinet with outcomes of consultation/further recommendations identified</p> <p>Letters to staff/clients/carers re outcome of Cabinet</p> <p>Funding in place</p>	<p>Meet with Unions</p> <p>Action Plan ready for distribution on time</p> <p>Action plan agreed by CMT</p> <p>Action Plan agreed by SC</p> <p>Funding arrangements considered and agreed</p> <p>Updates agreed by ALC Select Committee</p> <p>Cabinet approve outcomes</p> <p>Letters agreed/distributed</p> <p>Sufficient funding to develop</p>	<p>SMc/DMc/HG</p> <p>SMc/SG/LH</p> <p>HG/SMc</p> <p>HG/SMc</p> <p>SMc/SG/LH</p> <p>HG/SMc</p> <p>HG/SMc</p> <p>HG/SMc/DMc</p> <p>SMc/SG/LH</p>	<p><b>Dates submitted are provisional</b></p> <p>April 2010</p> <p>27.04.10 Completed</p> <p>04.05.10</p> <p>19.05.10</p> <p>April/May 2010</p> <p>Quarterly until complete</p> <p>July 2010</p> <p>July 2010</p> <p><b>July/Aug 2010</b></p>

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			new services and continue with existing ones.		
<b>Home Care (Appendix 5 &amp; 6)</b>					
8	That Cabinet authorise Officers to undertake development of the service to an enabling model with specialist In House Home Care support for specific client groups.	<p>Letters to staff re Cabinet approval to undertake development of the service</p> <p>Update Unions re recommendations</p> <p>Meet with staff to advise of Cabinet decision</p> <p>Time table for/scope of development</p> <p>Action Plan drawn up</p> <p>Action Plan submitted to CMT</p> <p>Action Plan submitted to Select Committee</p>	<p>Letters drafted, agreed and distributed</p> <p>Unions fully consulted</p> <p>Staff aware of developmental options</p> <p>Agreed by lead officers</p> <p>Action Plan ready for distribution on time</p> <p>Action plan agreed by CMT</p> <p>Action Plan agreed by SC</p>	<p>SMc/HG/PM</p> <p>DMc/HG/SMc</p> <p>HG/PM</p> <p>SMc/HG/DMc</p> <p>HG/SMc</p> <p>HG/SMc</p> <p>HG/SMc</p>	<p><b>Dates submitted are provisional</b></p> <p>23.03.10.</p> <p>April 2010</p> <p>05.04.10. Completed</p> <p>April 2010</p> <p>27.04.10 Completed</p> <p>04.05.10</p> <p>19.05.10</p>

No	Recommendation	Proposed Actions/Progress	Success Measures	Responsibility	Date
		Develop service option plan	Robust structure is evident	SMc/DMc/HG	May 2010
		Letters to staff re meeting to discuss options	Letters distributed	HG/PM	May 2010
		Meet with staff to explain service options	Staff feel informed and involved	SMc/DMc/HG	June 2010.
		Outcome of meetings recorded and report compiled		HG/SMc	June 2010.
		<b>Updates</b> presented to Select Committee	<b>Updates</b> accepted by ALC Select committee	SMc/HG/DMc	<b>Quarterly until complete</b>
		Return to cabinet with options and further recommendations	Cabinet approve recommendations	HG/SMc	July 2010.
		Letters to staff re Cabinet decision and next steps	Letters are agreed and distributed	HG/SG/PM	July 2010
		Begin selection of staff for new service	Appropriate staff are appointed to service and training undertaken	HG/SMc/PM	July 2010.
		Letters to clients re service reconfiguration	Letters are agreed and distributed	SMc/HG/PM	July 2010
		Implementation of new service	Outcomes for clients accessing service/s are improved. Service objectives are realised	SG/PM	July/August 2010
		Review of service requirements	Service is meeting objectives	SG/HG	<b>November 2010</b>

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9	That Cabinet authorise Officers to consider and review, on an individual basis, the most appropriate delivery of Home Care for existing clients whose requirements do not meet the criteria of the new service provision.	<p>Update unions re recommendations</p> <p>Letters to clients and carers re cabinet approval to develop service</p> <p>Action Plan drawn up</p> <p>Action Plan submitted to CMT</p> <p>Action Plan submitted to Select Committee</p> <p><b>Meet with ISA Assessment Teams</b></p> <p><b>Meet with Ind Providers</b></p> <p><b>Letters to clients/carers re restructure</b></p> <p><b>Client one to one meetings</b></p> <p>Updates presented to ALC Select Committee</p> <p>Return to Cabinet with options and scope of consultation with clients/carers re preferred option</p>	<p>Meet with Unions</p> <p>Letters drafted, agreed and distributed</p> <p>Action Plan ready for distribution on time</p> <p>Action plan agreed by CMT</p> <p>Action Plan agreed by SC</p> <p><b>All teams involved</b></p> <p><b>All providers involved</b></p> <p><b>Letters distributed to all concerned</b></p> <p><b>All clients/carers views are noted</b></p> <p>Select Committee agree updates</p> <p>Cabinet approve options and consultation</p>	<p>SMc/DMc/HG</p> <p>SMc/HG/PM</p> <p>HG/SMc</p> <p>HG/SMc</p> <p>Assessment team/Care Managers</p> <p><b>HG/SMc</b></p> <p><b>HG/SMc/LH</b></p> <p><b>SMc/HG/PM</b></p> <p><b>ISA Assessment teams</b></p> <p>HG/SMc</p> <p>HG/SMc</p>	<p><b>Dates submitted are provisional</b></p> <p>April 2010</p> <p>May 2010.</p> <p>27.04.10. Completed</p> <p>04.05.10</p> <p>19.05.10</p> <p><b>May 2010.</b></p> <p><b>May 2010</b></p> <p><b>June 2010</b></p> <p><b>June/July 2010</b></p> <p>Quarterly until complete.</p> <p>July 2010.</p>

No	Recommendation	Proposed Actions/Progress	Success Measures	Responsibility	Date
		<p>Letters to clients/carers re outcome of Cabinet Decision</p> <p>Implementation of option</p> <p><b>Assumptions have been built into this action plan as the outcome of service provision for current clients is still to be determined. These areas are identified in Blue.</b></p>	<p>Letters drafted, agreed and distributed</p> <p>All clients receive the care appropriate to their needs</p>	<p>SMc/DMc/HG/PM</p> <p>ISA assessment teams/HG/PM</p>	<p>July 2010</p> <p><b>August 2010 onward</b></p>