

**Service Improvement Plan (*abridged*) - 2009/ 2012**

**Children, Education & Social Care**

**Adults' Services**

## Service Improvement Plan (*abridged*) – 2009/ 2012 – Adults’ Services

Theme: Health & Wellbeing; Older Adults		
Development Priority: CESC Ad1 - Improved Health & Emotional Wellbeing		
Key Actions	By when	Outcomes and Success Criteria
Address health inequalities via smoking cessation, exercise, diet and health programmes, screening and life checks.	Annual programmes of activity.	Reduction in the mortality rate from all circulatory diseases at ages under 75 - target of 74.84 per 100K population for 2010/11 (NI 121). Reduction in cancer mortality rates –target of 112.433 per 100k population (VSB03 M1/M2). Prevalence of smoking is reduced – smoking cessation target of 1091.55 per 100K of the population by 2011 (NI 123 / VSB 05 M1). More drug users will be receiving effective treatment. –target of 17% increase from 07/08 baseline by 2010/11 (NI 40).
Improve access to substance misuse support services.	Annual review of Commissioning Plan	Reduction in alcohol-harm related hospital admission rates - target to be determined (NI 39 /VSC 20 M01 rate of hospital admissions per 100,000).
Implement recommendations of Scrutiny Review of alcohol services.	April 2010	Delayed transfers from acute services to community based provision will be kept to a

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Implement Falls Strategy.	April 2012	minimum. Delayed transfers of care (NI 131) – target to be determined.
Develop and implement Long Term Care Strategy and Action Plan	April 2010, then annual review.	Increased proportion of older people achieving independence through rehabilitation / intermediate care – target of 60% by 2010/2011(NI 125)
Further develop Intermediate Care services, including Step-up / Step-down beds.	April 2011	People with a long term condition supported to be independent – target to be determined (NI124)
Develop integrated health and care facilities, as part of the Momentum project for new hospital and community based provision.	April 2012	
Develop a Dementia Strategy.	April 2010	Improved mental health and well being. Reduce mortality rate from suicide and injury of undetermined intent - target of 9.37 per 100k pop by 2011 (VSB 04).
Support the development and implementation of the IAPT (Improving Access to Psychological Therapies) strategy.	April 2010, then annual review.	

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Development Priority: CESC Ad 2 - Improved Quality of Life		
Key Actions	By when	Outcomes and Success Criteria
Further develop access to assistive technology including telecare and remodelled community alarms.	April 2011	
Commission / de-commission services to support independent living, in line with recommendations of the Service Review Group.	April 2012	Increase in people (aged 18+) supported to live independently through social services. NI 136: target of 4,300 people by April 2009.
Develop a broader range of supported living / housing arrangements for vulnerable groups.	April 2012	120 Extra Care places to be available by 2010.
Review current arrangements for the community equipment service and agree a model for future service delivery.	April 2010	90% of items of equipment and adaptations to be delivered within 7 days, in 2009/10..
Review LD strategy, following national consultation on ‘Valuing People Now’.	April 2010	Increased provision of short term breaks for learning disability clients – target to be determined
Support programme to provide community based accommodation for LD service users in NHS Campus provision.	April 2010	Campus provision ceases by the end of 2010.
Implement and embed the Carers Strategy.	April 2011	More carers will be receiving needs assessment or review and a specific carer’s service, or advice and information. NI 135: target of 28% of carers to be in receipt by March 2011.

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<b>Theme: Health &amp; Wellbeing; Older Adults</b>		
Development Priority: CESC Ad3 - Making A Positive Contribution		
<b>Key Actions</b>	<b>By when</b>	<b>Outcomes and Success Criteria</b>
Further develop service user engagement mechanisms to reflect a full range of interests and vulnerable groups.	April 2010	These actions will contribute to improvements in:
Develop increased volunteering options, including services such as Tees Credit Union; the Doorstoppers scheme; Expert Patient programme.	April 2011	NI 2 (% of people who feel that they belong to their neighbourhood);
Develop community interest / social enterprise models, including opportunities for involvement with third sector organisations, through the partnership with Catalyst.	April 2012	NI 3 (Civic participation in local area);
Review and update actions in the Older People Strategy that will help to reduce the social isolation of older people.	September 2009	NI 4 (% of people who feel they can influence decisions in their locality);
		NI 6 (Participation in regular volunteering).
		Targets for above measures to be determined.

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Development Priority: CESC Ad 4 - Choice & Control		
<b>Key Actions</b>	<b>By when</b>	<b>Outcomes and Success Criteria</b>
Implement the Personalisation project, and extend across all user groups.	April 2011	More social care clients receive self-directed support (Direct Payments and Individual Budgets). NI 130: target of 250 clients per 100,000 by 2010/11.
Implement revised care pathways within Integrated Service Areas, to improve timeliness of assessments and provision of care packages.	April 2010	All social care service users will receive a statement of needs – target of 98%+ by 2010.
Extend the use of self-assessment for access to services.	April 2010	Improved timeliness of assessments. NI 132: target of 65% 2009/10.
	April 2011	Improved timeliness in provision of care packages. NI 133: target of 92% 2010/11.
Commission a broader range of advice services, particularly for those with learning disability and mental health needs.	April 2010	More Learning Disabled service users have a Person Centred Plan – target to be determined.
Develop information about services in more accessible formats.	April 2010	
Implement the ‘bringing people back home’ plan for learning disabilities	April 2012	Increase the number of tenancies for Learning Disabilities – target to be determined

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<b>Theme: Health &amp; Wellbeing; Older Adults</b>		
Development Priority: CESC Ad 5 - Freedom from Discrimination		
<b>Key Actions</b>	<b>By when</b>	<b>Outcomes and Success Criteria</b>
Complete programme of Equality Impact Assessments and implement findings through BUPs / work plans.	April 2010, then annual review.	Improvement in NI 140 (Fair treatment by local services) – target to be determined.
Further develop specialist services, on a regional / sub-regional basis, for people with profound and multiple learning disabilities, and for those with autistic spectrum disorder.	April 2012.	Increased number of vulnerable people are supported to achieve and maintain independent living: NI 141: target of 65% 2010/2011 NI 142: target of 97.8% by 2010/2011.
Implement the requirements of the Mental Capacity Act and Deprivation of Liberty regulations.	From April 2009, with annual review.	

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Development Priority: CESC Ad 6 - Economic Wellbeing		
<b>Key Actions</b>	<b>By when</b>	<b>Outcomes and Success Criteria</b>
Further develop the Independent Living Fund initiative and Welfare Rights campaigns.	April 2010.	Increase the number of older people accessing benefit advice and support - target to be determined
Support information and advice services including debt advice / credit union / housing advice / pensions / fuel poverty.	April 2010.	
Implement STEPs post-inspection development plan.	Annual review of BUP.	Improved progression into employment for people with disabilities, in line with targets in development plan.
Further develop training and employment opportunities for vulnerable groups, including job carving.	Annual review of development plan.	



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<b>Theme: Health &amp; Wellbeing; Older Adults</b>		
Development Priority: CESC Ad 7 - Personal Dignity		
<b>Key Actions</b>	<b>By when</b>	<b>Outcomes and Success Criteria</b>
<p>Implement ‘Dignity in Care’ principles across all services.</p> <p>Further develop joint work between Contracts Team, POVA lead, and service providers to ensure appropriate safeguarding arrangements, including staff training, are in place.</p>	<p>April 2010.</p> <p>April 2010</p>	<p>Maintain POVA referrals in line with 08-09 levels (to specify).</p> <p>Increase in proportion of staff from independent sector provision, commissioned by the council, who have received appropriate training in safeguarding. Target to be determined.</p>

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<b>Theme: Health &amp; Wellbeing; Older Adults</b>		
Development Priority: CESC Ad 8 - Leadership and Commissioning		
<b>Key Actions</b>	<b>By when</b>	<b>Outcomes and Success Criteria</b>
Complete roll-out of the Integrated Service Areas strategy.	April 2010.	Full implementation of IS strategy by April 2010.  Achievement of targets set out in the Personalisation project action plan.  Agreement reached on future information management system by April 2010.  Improved performance on key indicators – NIs 132, 133, and 135 (targets as set out in earlier sections of the plan).  Improved efficiencies, as identified in individual project plans.
Develop and implement workforce development strategy.	September 2009, and review annually.	
Implement national ‘Transforming Social Care’ initiative, through Personalisation project	April 2011.	
Complete review of adult social care information management requirements, to inform a decision on upgrade to a full case management system.	April 2010.	
Implement action plan to achieve improved efficiencies in care management processes.	April 2010.	
Continue the Service Reviews programme, to shape future service provision, inform commissioning plans, and identify opportunities for savings to be re-invested in targeted support services.	Annual programme of reviews.	

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Complete review of in-house home care service.	April 2010.	Improved use of resources to support future commissioning of domiciliary care services.
Develop ‘market management’ to extend range of providers from the independent and third sectors.	April 2012.	More effective commissioning is enabled to support choice and control for service users.
Develop further the disaggregation of contracts with Mental Health and Learning Disability providers.	April 2010.	
Develop an Estates plan.	December 2009.	Rationalisation of use of premises for service delivery.
Support the review and updating of the Joint Strategic Needs Assessment (JSNA).	September 2010.	JSNA is completed and published, to inform service planning and commissioning cycle for 2010-11.

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