

## Service Improvement Plan (*abridged*) – CESC (Adults Services) 2006/07- 2008/09

<b>Theme:</b> Improved Health	
<b>Objective:</b> Ensuring appropriate access to treatment and support in managing long-term conditions independently which will support people's good physical and mental health.	
Action & Milestones	Success Measures & Targets
Implementation of True Cost of Care	Structured framework in place for True Cost of Care.
All adults with learning disabilities registered with a GP	All clients known to Social Services with GP registration.
Reduction in smoking in the adult population through extension of smoking cessation services	LPSA5: Reduce the incidence of poor health such as coronary heart disease and lung cancer caused by smoking.
Expansion of drug treatment and move-on services	BV198: Number of problem drug misusers accessing drug treatment services (including referrals from the criminal justice system, and including all treatments included by the NHS and social services) during the year.

<b>Theme:</b> Improved Quality of Life	
<b>Objective:</b> To ensure adults and older people are provided with the opportunity, support and access to leisure, social activities and life long learning.	
Action & Milestones	Success Measures & Targets
Provision of more breaks for carers.	DIS AO 2716 Total number of breaks provided
More extra care housing places	Development of new Extra Care Scheme in Hardwick – 50 units. Planned opening Spring 2007.
Reduction in the number of adults with learning disabilities in out of Teesside placements	Reduction of 10 new out of area placements in 2006/07.

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<b>Theme:</b> Making a Positive Contribution	
<b>Objective:</b> To promote active participation in the community through employment or voluntary opportunities and being involved in policy development and decision-making.	
Action & Milestones	Success Measures & Targets
Introduce a single access point for supporting people related services	System for measuring service user satisfaction in place by September 2006.
Workstep (provision) contract to be increased by 10 places for 06	DIS AO 2217 Number of learning disabled people in work as a percentage of those with learning disabilities known to the council.

<b>Theme:</b> Exercise of Choice and Control	
<b>Objective:</b> Being able to choose and control services and maintain independence with appropriate access to information.	
Action & Milestones	Success Measures & Targets
Extension of direct payments to further services within current provision.	C51: Direct Payments uptake for adults and older people. LPSA6: The number of adults and older people who take up direct payments.
<i>In Control</i> and other personalised budget arrangements being piloted	C51: Direct Payments uptake for adults and older people.
Self assessment on line in place for social care services	Self-assessment in place by 2007.
People requiring outpatient and inpatient treatment offered a choice of 4 or 5 providers	
Roll out the Quality Assessment framework and raise standards with providers.	All provides to achieve at least level "C" in all QAF objectives (including Supplementary Objectives by March 2008.
Reduced waiting times for social work assessment through increased care management capacity	D54: Percentage of equipment & adaptations delivered with 7 working days

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	D55 & D56: Acceptable waiting time for assessment / packages of care.
CareSupport becomes full operational through integrating into CareFirst.	Fully operational system by September 2006.
Implement the Single Assessment Process (SAP) electronic solution.	Agreed local roll out with partner organisations by October 2006.

<b>Theme:</b> Freedom and discrimination from Harassment	
<b>Objective:</b> Ensure equality of access to services.	
<b>Action &amp; Milestones</b>	<b>Success Measures &amp; Targets</b>
Full implementation of Community Cohesion Strategy	All actions completed by March 2007.

<b>Theme:</b> Economic Wellbeing	
<b>Objective:</b> Ensure appropriate access to income and resources sufficient for a good diet, accommodation, participation in family and community life and meet cost arising from specific individual needs.	
<b>Action &amp; Milestones</b>	<b>Success Measures &amp; Targets</b>
All young people with disabilities or mental health problems offered education, training or employment – rather than day services- as they move into adulthood	DIS AO 2217 Number of learning disabled people in work as a percentage of those with learning disabilities known to the council. Increased number of LD clients with a Person Centred Plan.

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<b>Theme:</b> Personal Dignity	
<b>Objective:</b> Provide services to ensure people are able to keep clean and comfortable, enjoying a clean and orderly environment with the support of appropriate personal care.	
<b>Action &amp; Milestones</b>	<b>Success Measures &amp; Targets</b>
Reduce the backlog of items of equipment and adaptations.	D54: Percentage of equipment & adaptations delivered with 7 working days. DIS AO 2314 promoting Independence Indicator: Average length of time waiting for minor adaptations from assessment to work beginning
Introduce CareFinance to support generation of maximum income and lowest possible cost.	Ensure all clients are assessed within 7 days of notification to CFS. Maximise income.