

**Service Improvement Plan** *(abridged)*

**Children, Education and Social Care**

**Adults**

**2007/08 - 2009/10**

## Service Improvement Plan (*abridged*) – CESC Adults 2007/08- 2009/10

Theme: Healthier Communities and Adults		
<b>Development Priority:</b> Develop more preventative services to support independence for vulnerable groups, including older people, those with learning disability and those with long-term needs.		
Key actions	By when	Outcomes and Success Criteria
Further develop access to assistive technology including telecare and remodelled community alarms.	Review Telecare pilot during 2007/08. Remodelling of community alarms by April 2008.	<b>Outcomes</b> <ul style="list-style-type: none"> <li>▪ A greater proportion of service users will be helped to maintain independence.</li> <li>▪ There will be reduced reliance on acute services.</li> </ul> <b>Success criteria</b> <ul style="list-style-type: none"> <li>▪ Increase the proportion of service users helped to live at home:               <ul style="list-style-type: none"> <li>- older people aged 65+: increase to 100+ per 1,000 population in 2007/08 and 105+ by 2009/10;</li> <li>- adults with physical disabilities helped to live at home: target of 6.0+ per 1,000 population by 2008/09;</li> <li>- adults with learning disabilities helped to live at home: target of 3.0+ per 1,000 population by 2008/09;</li> <li>- adults with mental health problems helped to live at home: target of 3.0+ per 1,000 population in 2007/08 and 3.5+ by 2009/10;</li> </ul> </li> <li>▪ Increase homes with assistive technology: target of 100 by April 2008.</li> <li>▪ Home Improvement Agency to be available from April 2009.</li> <li>▪ Improve response times for assessments of need and delivery of care packages:               <ul style="list-style-type: none"> <li>- assessments completed within acceptable time limits (as defined in national performance assessment framework): increase to 80%+ during 2007/08;</li> <li>- care packages provided within 4 weeks from completion of assessment: achieve 85% in 2007/08</li> </ul> </li> </ul>
Commission a broader range of services to support independent living, in line with recommendations of Service Review Group.	Action plan for Service Review Group to be implemented from April 2007 and reviewed annually.	
Review procedures for managing referrals and caseloads in specialist assessment teams.	Procedures piloted by end of July 2007. Training and guidance delivered to staff by January 2008.	
Implement Falls Strategy.	Falls Strategy action plan to be implemented during 2007/08 and reviewed annually.	

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<p>Further develop the Carers Strategy to increase access to a range of support for carers.</p>	<p>Annual review of strategy and action plan.</p>	<p>and improve to 90%+ by 2009/10.</p> <ul style="list-style-type: none"> <li>▪ Carers receiving services as % of clients receiving community based services: increase to min 9% during 2007/08 with target of 12% by 2009/10.</li> <li>▪ Proportion of older people aged 65+ admitted permanently to residential or nursing care: reduce to &lt;90 per 10,000 pop. in 07/08 and sustain.</li> <li>▪ Proportion of adults aged 18-64 admitted permanently to residential or nursing care: sustain at &lt;1.5 per 10,000 pop. 2007/08 onwards.</li> <li>▪ Items of equipment and adaptations delivered within 7 working days: increase to 85% by March 2008 and sustain.</li> </ul>
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Theme: Healthier Communities and Adults		
Development Priority: Enable More Choice and a Louder Voice.		
Key actions	By when	Outcomes and Success Criteria
Develop use of direct payments / personalised budgets across all user groups.	Review strategy by March 2008.	<p><b>Outcomes</b></p> <ul style="list-style-type: none"> <li>▪ Service users will be able to make more informed choices about services available.</li> <li>▪ Service users will be able to exercise greater control over the services they receive.</li> </ul> <p>▪ Development of services will be more closely aligned to user needs.</p> <p><b>Success criteria</b></p> <ul style="list-style-type: none"> <li>▪ Adults and older people receiving direct payments per 100,000 population aged 18+: increase to 125+ 2007/08 and 135+ 2008/09.</li> <li>▪ Learning Disabled service users with Person Centred Plans: increase to 50% by March 2008 and 75% by 2010.</li> <li>▪ People receiving a statement of needs and how they will be met: sustain at 95%+ 2007-08 with target of 98%+ for 2009/10.</li> <li>▪ Service users receiving a review: improve to 78%+ 2007/08 and sustain within 78% to 85%.</li> <li>▪ Transition plans will be in place for all those with complex needs transferring to adult services by the end of 2008/09.</li> </ul>
Commission a broader range of advocacy services, particularly for those with learning disabilities.	March 2009.	
Enhance the arrangements for engaging service users in the delivery, review and monitoring of services.	March 2008.	
Improve arrangements for transition of young people with complex needs to Adult services.	By the end of 2008/09.	

## Service Improvement Plan (*abridged*) – CESC Adults 2007/08- 2009/10

Theme: Healthier Communities and Adults		
Development Priority: Reduce inequalities through improved access to housing, training, employment and learning opportunities.		
Key actions	By when	Outcomes and Success Criteria
Agree and implement the post inspection improvement plan for the Supporting People programme.	Plan to be agreed and implemented from June 2007.	<p><b>Outcomes</b></p> <ul style="list-style-type: none"> <li>▪ Targeted groups have improved access to economic opportunity and appropriate resources to achieve this.</li> <li>▪ Vulnerable adults will have improved access to supported living arrangements.</li> </ul> <p><b>Success criteria</b></p> <ul style="list-style-type: none"> <li>▪ 50 more Extra Care places to be available by 2010.</li> <li>▪ Increase the proportion of learning disabled people aged 18-64 in paid work to 0.6 per 1,000 by 2008.</li> <li>▪ At least 12 people from the STEPS team and from Day Services will have received Systematic Instruction training by the end of 2007/08.</li> <li>▪ Adult Learning Partnership is in place by July 2007.</li> <li>▪ Targets in the Adult Education Service Development Plan are achieved.</li> </ul>
Improve access to supported living for vulnerable groups, including Extra Care provision.	2010.	
Increase the number of training and employment places for vulnerable groups.	Review annually.	
Develop skills in key services to promote good practice in supporting people into employment.	March 2008.	
Establish the Adult Learning Partnership.	July 2007.	
Increase the participation and achievement of disabled learners in adult education courses.	Review annually.	

## Service Improvement Plan (*abridged*) – CESC Adults 2007/08- 2009/10

Theme: Healthier Communities and Adults		
Development Priority: Support measures to improve the health of adults and older people.		
Key actions	By when	Outcomes and Success Criteria
Support delivery of health projects in targeted neighbourhood renewal areas.	In line with NRF project timetables.	<p><b>Outcomes</b></p> <ul style="list-style-type: none"> <li>▪ Improved health of the population</li> <li>▪ Increased life expectancy</li> <li>▪ Reduced health inequalities (for and within the Borough)</li> </ul>
Increase the number of people who access the Smoking Cessation Service.	Annual programme in PCT Local Delivery Plan.	<p><b>Success criteria</b></p> <ul style="list-style-type: none"> <li>▪ Increase the number of people using the Smoking Cessation Service and who are still 'quitters' after four weeks to 62% in 2007/08</li> <li>▪ Reduce the gap in standard mortality rate between NR areas and the rest by 10% by 2010.</li> <li>▪ Increase the participation of problem drug users in drug treatment programmes from 380 (1998 baseline) to 1020 (target for 07/08).</li> <li>▪ Increase year on year the proportion of problem drug users sustaining or successfully completing treatment programmes, from 47% (baseline for 2003/04) to 55% (target for 07/08).</li> </ul>
Improve access to support services relating to substance misuse.	Annual programme in PCT Local Delivery Plan.	

## Service Improvement Plan (*abridged*) – CESC Adults 2007/08- 2009/10

<b>Theme: Healthier Communities and Adults</b>		
<b>Development Priority:</b> Develop Partnership arrangements to support implementation of the Adults Vision and to respond to the White Paper 'Strong and Prosperous Communities'.		
<b>Key actions</b>	<b>By when</b>	<b>Outcomes and Success Criteria</b>
Implement recommendations from review of Adult Care Planning Group undertaken in spring 2007.	December 2007.	<ul style="list-style-type: none"> <li>▪ Implementation of the Adults Vision and Strategy is underpinned by the effective use of resources, in line with Gershon efficiencies.</li> <li>▪ Governance and accountability arrangements for the Partnership and its sub-groups are clarified and agreed.</li> <li>• An integrated performance management framework for the Partnership is agreed by April 2008.</li> <li>▪ The Health &amp; Well Being requirements of the White Paper 'Strong and Prosperous Communities' are implemented successfully.</li> <li>▪ The needs of older people are addressed more effectively through an agreed strategy for coordinating a range of services within the Council and between partners.</li> </ul>
Develop and consult on a strategy for establishing Integrated Services.	Strategy agreed during 2007; phased implementation of recommendations from 2008.	
Complete work on the ISA (Integrated Service Area) Profiles Project to support the Integrated Services strategy.	July 2008.	
Further develop capacity and expertise for the effective commissioning of services.	April 2009.	
Develop an integrated performance management framework for the Partnership.	April 2008.	
Finalise the Older People's Strategy	June 2007	