Service Improvement Plan *(abridged)* – 2010/ 2013

Children, Education & Social Care

Adults' Services

Service Improvement Plan *(abridged)* **– 2010/2013 - Adults' Services**

Stockton Borough – the People

Theme: Health and Wellbeing

Development Priority ASC1: Improve healthy lifestyles and reduce inequalities.

Key Actions	By when	Outcomes and Success Criteria
Improve access to smoking cessation, exercise, diet and health programmes, screening and life checks, targeted at areas / communities with greatest need.	March 2011	**NI 121/VS B02**: 74.84 per 100K population from heart disease, stroke and related diseases by 2010/11.
Implementation and annual review of the Alcohol Minimisation Strategy taking account of Scrutiny review outcomes.	March 2011	**NI 123 / VS B05 (LAA):** smoking cessation rate – improve to 1092 per 100K of the population by 2011.
Further develop access to substance misuse support services.	March 2012	**NI 137:** Improve healthy life expectancy, and reduce the gap between males and females.
Implementation and annual review of Obesity Strategy and action plan, taking account of Scrutiny recommendations.	December 2010	**NI 139/VS C26:** Reduction in alcohol related admissions to 169.239 per 100k pop by March 2010 *(update for 2011).*
Implement Improving Access to Psychological Therapies (IAPT) strategy.	March 2011	**NI 40 (LAA):** 17.07% increase in the number of drug users in effective treatment from baseline year (1135).
Implement "Everybody's Business" to improve mental health and care services for older people.	March 2013	**Local:** More short term therapeutic interventions for mental health via Improving Access to Psychological Therapies (IAPT) / NHS Targets (target tbc).

Service Improvement Plan *(abridged)* **– 2010/2013 - Adults' Services**

Stockton Borough – the People

Theme: **Health and Wellbeing**
Outcome (from Our Health, Our Care, Our Say): Choice & Control

Development Priority ASC2: Improve choice and control.

Key actions	By when	Outcomes and Success Criteria
Implement the Personalisation project and embed self-directed support, including self-assessment, support planning and associated information management requirements.	March 2012	**NI 130/VS C17 (LAA)**: 30% people receiving self-directed support as a percentage of clients/carers receiving community based services 18 or over by 2010/11.
Implement the 'bringing people back home' plan for clients with learning disabilities.	March 2012	**NI 132/VS C12 (LAA):** 85% of all assessments completed in 28 days by March 2011.
Develop self-care training courses.	March 2011	**NI 133/VS C13**: 90% of all packages of care completed in 28 days by March 2011.
Implement revised care pathways within Integrated Service Areas, to improve timeliness of assessments and provision of care packages.	March 2011	**CQC annual performance rating** for 'Choice and Control' improves to 'good' by 2011.
Maximise access to information, advice and advocacy services for all user groups, using a range of media to improve signposting and wayfinding.	March 2012	**NI 123 / VS B05 (LAA):** smoking cessation rate – improve to 1092 per 100K of the population by 2011. **NI 40 (LAA):** 17.07% increase in the number of drug users in effective treatment from baseline year (1135).
Improve access to smoking cessation, exercise, diet and health programmes, screening and life checks, targeted at areas / communities with greatest need.	March 2011	**NI 139/VS C26:** Reduction in alcohol related admissions to 169.239 per 100k pop by March 2010 *(update for 2011).*
Implement recommendations of Scrutiny Review of alcohol services based on needs assessment.	March 2011	**Local:** More short term therapeutic interventions for mental health via Improving Access to Psychological Therapies (IAPT) / NHS Targets (target tbc).
Further develop access to substance misuse support services.		

Service Improvement Plan *(abridged)* **– 2010/2013 - Adults' Services**

Implement recommendations of scrutiny review of obesity services.	December 2010	**VS B04:** 9.37 per 100k pop reduction in mortality rate from suicide and injury of undetermined intent by 2011.
Implement Improving Access to Psychological Therapies (IAPT) strategy.	March 2011	**NI 121/VS B02**: 74.84 per 100K population from heart disease, stroke and related diseases by 2010/11.
Implement "Everybody's Business" to improve mental health and care services for older people.	March 2013	**NI 137:** Improve healthy life expectancy, and reduce the gap between males and females.

Service Improvement Plan *(abridged)* **– 2010/2013 - Adults' Services**

Stockton Borough – the People

Theme: Health and Wellbeing
Outcome (from Our Health, Our Care, Our Say): Freedom from Discrimination; Personal Dignity

Development Priority ASC3: Ensure effective safeguarding arrangements are in place for all service users.

Key actions	By when	Outcomes and Success Criteria
Develop and implement a quality assurance framework for casework recording.	July 2010	The QA framework is acknowledged as an effective tool through the 2010 Adult Social Care service inspection by CQC. **Local**: Number of agreed POVA (Protection of Vulnerable Adults) referrals to be reduced to xxx by March 2011. **Local:** xx% of staff from independent sector provision, commissioned by the council, to have received appropriate training in safeguarding by March 2010. **Local:** results of regulatory inspection and internal contract monitoring show improved performance against safeguarding standards (xx% to be good or better by 2013).
Revise the pathway for management of safeguarding referrals to improve consistency of response.	July 2010	
Ensure relevant safeguarding training programmes are in place and accessed by staff in all services.	March 2011	
Further develop joint work between Contracts Team, Adult Safeguarding Lead, and service providers to ensure safeguarding standards within the private, voluntary and independent sectors meet the level of Local Authority run services.	March 2011	