

**NORTH LINCOLNSHIRE COUNCIL**

**ADULT SERVICES  
CABINET MEMBER**

**ADULT SOCIAL SERVICES - SERVICE PLAN 2010 - 2013**

**1. OBJECT AND KEY POINTS IN THIS REPORT**

- 1.1 To seek Cabinet Member approval of the 2010 - 2013 Service Plan.

**2. BACKGROUND INFORMATION**

- 2.1 Going Forward Together is the council's combined Strategic and Best Value Performance Plan. This plan sets out how we will achieve the vision and ambitions we have for the North Lincolnshire area, communities and people who live and work here.
- 2.2 In order to deliver the Strategic Plan each service produces its own Service Plan. This plan sets out how the service contributes to the overall vision and how it will help to deliver the council's ambitions.
- 2.3 The Service Plan is a three-year plan that helps to make the council's Strategic Plan operational, allowing teams and individuals to focus on their work.
- 2.4 The Service Plan is a 'live' document that will continue to be developed and improved throughout its life to reflect the progress of Adult Social Services.

**3. OPTIONS FOR CONSIDERATION**

- 3.1 Option One – Approve the Service Plan.
- 3.2 Option Two – Not approve the Service Plan in its current form.

**4. ANALYSIS OF OPTIONS**

- 4.1 Approval of the Service Plan will enable it to form a key part of the council's overall planning framework and be widely publicised.
- 4.2 Each service must have a Service Plan, therefore, amendments to the Plan can be considered.

5. **RESOURCE IMPLICATIONS (FINANCIAL, STAFFING, PROPERTY, IT)**

5.1 None.

6. **OTHER IMPLICATIONS (STATUTORY, ENVIRONMENTAL, DIVERSITY, SECTION 17 - CRIME AND DISORDER, RISK AND OTHER)**

6.1 None.

7. **OUTCOMES OF CONSULTATION**

7.1 The Service Plan brings together strategies that are the result of consultation with staff and service users.

7.2 The Service Plans build on the previous three year service plan which was subject to wide consultation and helped change the new plan.

7.3 Trades unions have been consulted about the service plan and have raised no concerns.

8. **RECOMMENDATIONS**

8.1 That Cabinet Member approves the Adult Social Service – Service Plan 2010 - 2013.

DIRECTOR ADULT SOCIAL SERVICES

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**Background Papers used in the preparation of this report**

None

**Where appropriate the report has been seen and commented on by (Y or n/a)**

## 2010-11 Service Delivery action plan

## Commissioning &amp; Performance

Outcome	What are we doing	How much did we do	Is anyone better off
<b>Independent</b> Delivering services closer to home, making it easier for people to get what they need	1. Recommissioning of homecare services.	1. 100% of current external services recommissioned.	People report being supported enough to have choice and control over their daily lives.
	2. Developing a resource pack for individuals to become employers	2. a) 100% of people with PB questionnaire receive information b) 30% of above access the resource.	
	3. Outcome related performance data published in accessible forma	3. Information relating to all registered services in accessible formats.	

## 2010-11 Service Delivery action plan

Outcome	What are we doing	How much did we do	Is anyone better off
<b>Respect</b> Shifting the balance of power to the people, promoting choice and individual family values	1. Creating a new model and network of advocacy support.	1. 1 lead provider with up to 4 'niche' providers.	People report feeling valued and treated with dignity and respect.
	2. Leading a multi-agency partnership to improve respect across the health and social care support networks (Dignity in Care).	2. 60 outcome based contract reviews undertaken.	
	3. Develop the training and development identified through the personalisation workstreams.	3. All 4 workstreams report into the overall training plan. Provider – John Staff – Karen M SM's Allen, Joanne, Stephen Carers- Karen W	
<b>In Control</b> Creating a culture of independence, increasing options and opportunities	1. Supporting the development of ULO.	1. ULO created.	People report having choices and the chance to do the things they want
	2. Develop outcome based service specifications and SLA's.	2. a)100% of new contracts with external providers will have outcome –based service specifications. b)All 4 internal providers will have outcome-based SLA's.	
	3. Positive risk taking policy is endorsed by the Adult Safeguarding Board and adopted by Board Members.	3. 100% Adult Safeguarding Board members acknowledge adoption of the policy.	

## 2010-11 Service Delivery action plan

Outcome	What are we doing	How much did we do	Is anyone better off
<b>Involved</b> Supporting communities and individuals to identify and meet their needs.	1. Developing expert by experience roles.	1. 5 posts	People report feeling able to be part of their community and have a say at what happens in their local area.
	2. Service users involved in the whole commissioning cycle.	2. 100% of commissioning activity.	
	3. Empower service users to develop and deliver training to paid staff.	3. 3 learning and development events are jointly facilitated.	
<b>Healthy</b> Promoting life long health, recognising everyone's contribution to well being	1. Develop a prevention strategy. Supporting People Plans.	1. 1 prevention strategy developed.	1 prevention strategy developed. Information from 5 localities relating to all citizen groups. 40 learners registered in 2010/11.
	2. Local information informs the JSNA.	2. Information from 5 localities relating to all citizen groups.	
	3. Deliver the foundation certificate in Rehabilitation and Reablement.	3. 40 learners registered in 2010/11.	
<b>Safe</b> Services help people to feel and be safe, people feel well supported in a crisis.	1. Safeguarding Adults Board multi-agency safeguarding training plan delivered across all partner agencies.	1. 90% of Safeguarding Adult Board partners have accessed the joint training.	People report feeling free from harassment and feel safe and secure in their home
	2. Recommissioning the Vulnerable Adults Housing Support Service (Warden Service)	2. 100% of eligible residents have the opportunity to access the recommissioned housing support and alarm call service.	
	3. Development of a North Lincs Safeguarding Adults Strategy.	3. 100% compliance with single strategy.	

## 2010-11 Service Delivery action plan

Outcome	What are we doing	How much did we do	Is anyone better off
	4. Multi-agency sharing on soft data, regarding all community services.	4. 12 meetings of the intelligence group held per annum.	
<b>Confident in the Future</b> Getting the money in the right place, creating a confident, flexible behaviourally competent workforce and intelligent commissioning	1. Developing a joint staff induction across the care sector.	1. 1 common induction programme developed.	People report having confidence in the support they receive and that it improves their quality of life
	2. QP reporting available to inform strategic and micro commissioning.	2. 60 outcome based contract reviews held.	
	3. Implement a NMDS across adult social services.	3. 100% of development managers complete and maintain NMDS.	
	4. Develop a model for locality based community dialogue events.	4. 5 locality events to facilitate market place development and performance management.	
	5. Develop and implement plan for procurement activity.	5. 100% of planned procurement activity achieved.	
	6. Recognise and celebrate best practice.	6. 4 QPR celebration events held.	
	7. Develop and implement staff QA Scheme.	7. 1 staff survey delivered.	

## 2010-11 Service Delivery action plan

## Wellbeing and Health 2010-11

Outcome	What we are doing	How much did we do	Is anyone better off
<b>Independent</b> Delivering services closer to home, making it easier for people to get what they need	1. Reviewing LD Projects that support individuals to live independently in N Lincolnshire.	1. Review of 3 Projects Hebden Court, The Gables and Dimensions.	People report being supported enough to have choice and control over their daily lives.
	2. Improved outcomes implemented with efficiencies realised.	2. 5 locality bases and a base for R&R staff developed.	
	3. Developing locality bases against a planned programme across N Lincs to enable staff to deliver services closer to home.	3. WorkSmart action plan delivered	
	4. Developing WorkSmart approaches to support locality working.		
<b>Respect</b> Shifting the balance of power to the people, promoting choice and individual family values	1. Reviewing the role of Scotter House with Service Users and Carers.	1. Review completed and recommendations implemented.	People report being treated with dignity and respect.
	2. Reviewing the role of R&R in the Unscheduled Care pathway to improve outcomes for individuals.	2. Increase in numbers of people accessing rehab and reablement.	

## 2010-11 Service Delivery action plan

Outcome	What we are doing	How much did we do	Is anyone better off
	3. Communication and Information Strategy are being produced and implemented.	3. Protocol in place for leaflets, plan in place for website development, reviews undertaken for ways in which people wish to engage with ASS.	
<b>In Control</b> Creating a culture of independence, increasing options and opportunities	1. Telecare Strategy being developed with health/LA	1. Strategy produced and implemented.	People report having choices and chances to do the things they want.
	2. Continuing Health Care and joint funded packages Protocol being developed with NHS NL.	2. Protocol produced and adopted.	
	3. Developing a joint approach to Single Point of Access with NHS.	3. Increased number of vulnerable adults in employment (target to be agreed), Increased number of staff employed to focus on this in LD (2)	
	4. Increasing employment opportunities for vulnerable adults.		
<b>Involved</b> Supporting communities and individuals to identify and meet their needs.	1. Working on the JSNA to identify individuals with LD and complex healthcare needs.	1. Needs identified to assist in commissioning of services.	People report feeling able to be part of their Community and have a say in what happens in their local area.
	2. Assessing the needs of young adults with autism to establish a baseline.	2. Needs identified to assist in commissioning of services.	



## 2010-11 Service Delivery action plan

Outcome	What we are doing	How much did we do	Is anyone better off
	3. Disability Partnership becoming fully developed with disabled people.	3. Disability Partnership held 2 engagement events and increases number of disabled people engaged with by 100%.	
	4. Learning Disability Partnership producing a development plan against its' 2010 Annual report and VP Now.	4. LD Partnership delivered action plan on time.	
<b>Healthy</b> Promoting life long health, recognising everyone's contribution to well being.	1. Developing integrated Stroke services, with individual's, Family & Carers service.	1. Integrated care and support is in place.	People report having access to the health service they need and have improved health and wellbeing.
	2. Develop the CTLD service with the new health provider to improve the health of people with a learning disability.	2. Agreed targets and delivery aims in place and met.	
<b>Safe</b> Services help people to feel and be safe, people feel well supported in a crisis.	1. Transition policy is implemented between Children's and Adult service and clear transitions procedures are agreed for all other interfaces.	1. All transition interfaces have procedures in place NL128 & 131	People report feeling free from harassment and feel safe and secure in their homes.
<b>Confident in the Future</b> Getting the money in the right place, creating	1. Development of R&R service through implementing the New Type of Worker programme.	1. X staff trained.	People report having confidence in the support they receive and that it improves their quality of life.

## 2010-11 Service Delivery action plan

Outcome	What we are doing	How much did we do	Is anyone better off
a confident, flexible behaviourally competent workforce and intelligent commissioning.	2. Services have aligned their budget and identified efficiencies.	2. Services were delivered on budget and in line with identified efficiencies.	
	3. Developing the integrated LD services to meet the Valuing People agenda.	3. Transformation plan in place and delivery on target.	
	4. Development, with health, of an integrated approach to LTC.	4. An integrated approach to LTC developed in line with DoH best practice guidelines.	

## 2010-11 Service Delivery action plan

## Communities

Outcome	What we are doing	How much did we do	Is anyone better off
<b>Independent</b> Delivering services closer to home, making it easier for people to get what they need.	1. Launch FreshStart Plus for people with a Long Term Condition offering a person centred prevention and early intervention service in their community.	1. FreshStart Plus- target 20 people with Long Term Conditions to benefit.	1. Personal value of FreshStart Plus measured at individual reviews.
	2. Develop a transport strategy and an implementation plan to support locality-based services.	2. 10% of traditional transport spend is redirected to help people access locality based services.	2. Service users are able to choose transport options that are not in the traditional form.
	3. Establish locality teams and locality networks to promote health and wellbeing.	3. All Self Directed Support Practitioners and related Operational Support staff are relocated into locality bases.	3. Service users report they are well supported by Self Directed Support Practitioners and have easy access and contact.

## 2010-11 Service Delivery action plan

Outcome	What we are doing	How much did we do	Is anyone better off
<b>Respect</b> Shifting the balance of power to the people, promoting choice and individual family values.	1. The Carers Partnership is more actively involved in decisions.	1. Implementation of the commissioning strategy is approved and monitored through the monthly carers partnership meeting that maintains its membership.	1. Carers report feeling better supported and involved.
	2. Increase the number of service users/carers receiving benefits advice.	2. 25% increase in people accessing benefits advice.	2. People are economically better off following benefits advice.
	3. Ensure all new customers needing ongoing support and existing customers at review have a personal budget.	3. 100% of those reviewed and who have ongoing support needs have a personal budget. At least 30% of eligible service users/carers have a personal budget by April 2011.	3. Customers have more control and choice over the services they need.

## 2010-11 Service Delivery action plan

Outcome	What we are doing	How much did we do	Is anyone better off
<b>In Control</b> Creating a culture of independence, increasing options and opportunities	1. Increasing the proportion of carers offered assessments and having access to a personal budget.	1. Additional 800 carers receiving support.	1. Carers who are assessed for the first time report having better support and more control.
	2. Through signposting and support planning individuals are supported to access universal services.	2. Benchmark how contacts are currently processed and improve the type and range of responses by April 2011.	2. People report they are satisfied with the advice and guidance provided.
	3. Individuals are supported to have direct control of their personal budget.	3. 10% increase in people opting for a cash personal budget.	3. People report having more control over how they use their personal budget.
<b>Involved</b> Supporting communities and individuals to identify and meet their needs.	1. Establish a user led organisation in North Lincolnshire.	1. A sustainable user led organisation is established.	1. User led organisation reports it is able to support new customers.
	2. Train FreshStart Ambassadors to promote self directed support in their communities.	2. All FreshStart Ambassadors are trained.	2. Ambassadors report they have successfully advised people in their communities about self directed support.
	3. Re-establish health and well-being network groups in each locality.	3. Five networks are established.	3. People have improved knowledge of access to activities that will promote their health and well-being.

## 2010-11 Service Delivery action plan

<b>Outcome</b>	<b>What we are doing</b>	<b>How much did we do</b>	<b>Is anyone better off</b>
<b>Healthy</b> Promoting life long health, recognising everyone's contribution to well being.	1. Develop and implement customer focused support pathways throughout Adult Social Services.	1. 70% + of customers are happy with their journey through Adult Social Services.	1. Reduction in customer complaints related to process.
	2. Plan to establish Healthy Living Centres in North Lincolnshire.	2. Plans developed for each locality.	2. People feel involved in development of Healthy Living Centres.
<b>Safe</b> Services help people to feel and be safe, people feel well supported in a crisis.	1. Develop an improved range of early intervention services available to people in their communities	1. Benchmarking existing options and community capacity in each locality and measure increase over the year. (Performance Indicators on emergency hospital admissions, and unplanned care home admissions).	1. People feel that early intervention and prevention services help them to feel safe.
	2. Staff in Communities models a positive approach to risk enablement	2. All support plans incorporate a positive approach to risk. Risk advisory group is being used appropriately by Communities staff.	2. People feel comfortable and supported in appropriately managing their own risks. Staff feel supported in the management of risk.

## 2010-11 Service Delivery action plan

Outcome	What we are doing	How much did we do	Is anyone better off
<p><b>Confident in the Future</b> Getting the money in the right place, ensure intelligent commissioning. Creating a flexible, behaviourally competent workforce. Ensuring business continuity in services.</p>	<p>1. A fair and equitable system for service user financial contributions in line with self directed support is established.</p>	<p>1. The new charging policy is applied to all new and existing service users who receive a personal budget.</p>	<p>1. A low level of complaints from existing users paying charges for the first time. People are aware of how much personal budget they have and how much they will be charged against it before their support plan is agreed.</p>
	<p>2. Develop a new supported employment service in Adult Social Services.</p>	<p>2. A new supported employment service is established that establishes sound relationships with key stakeholders, including the Shaw Trust.</p>	<p>2. Individuals feel supported to access paid or voluntary employment and this is reflected in the content of support plans.</p>
	<p>3. Develop a technology strategy and implementation plan to support community based and person centred processes.</p>	<p>3. A technology strategy implementation plan is in place with agreed milestones and targets.</p>	<p>3. Staff are involved in the technology plan and are able to work effectively in localities, supporting customers.</p>