

Appendix 1: Development Plan Following Peer Review - Adult Social Care - System Wide 2020-2021

KEY (Change stage)

- 1 Recommendation agreed but not yet actioned
- 2 Action in progress
- 3 Recommendation fully implemented

Development plan leads	Sarah Alldis Associate Director Adult Social Care WCHC Adrian Moss AAD & MH Transformation Manager CWP Simon Garner Lead Commissioner All Age Independence WH&CC
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	Actions required	Completion date	Person responsible	Change stage	Description of current position	Evidence of Completion
	Frontline Social Work Practice – Recommendations					
1.	Ensure all Teams and Senior Managers within each organisation are briefed on the key findings of the report	November 2019	All	3	Report was presented to Cabinet in November 19. All ASC Teams within WCHC and CWP have been briefed and the report and recommendations have been presented to the respective boards	Cabinet report, Board minutes and staff briefings

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2.	Communications to be sent to all ASC staff outlining: a) Current roles and responsibilities between PSW, DASS & Provider Organisations	June 2019	Assoc Directors and Lead Commissioner	3	Briefing was sent to all staff Example document provided	Communication documentation regarding roles and responsibilities including posters for all sites Site visits by DASS
3.	Ensure all staff are aware of role of board within WCHC and CWP and how the voice of Social Care is represented - explore ways of improving the line of sight to front line social care practitioners	Dec 19	Assoc Director ASC, AAD & MH Transformation Manager	3	Clear governance arrangements in place within both Social Work Providers to ensure ASC has parity with other Services Staff stories presented to Board and Committee ASC updates provided in Executive Brief; Chairs Report to outline key themes and developments ASC Staff forums in place across WCHC and CWP	Integrated Committee and Board Papers Executive Briefs Staff Forum presentations Partnership Governance reports

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					PSW – newsletters provided monthly Staff forums	Newsletters Social Work forums held
4.	Back to Floor Programme to be implemented to promote increased contact with Senior Leaders within CWP and WCHC	31/07/2019	Associate Director ASC Director of Operations CWP Social Work	3	This in place across ASC within CWP / WCHC Executive and Senior Leaders shadowing programme is in place across both organisations	Schedule of Visits across both organisations
5.	Associate Director to join ADASS as associated member and also join SLI programme board. This is to ensure consistent access to regional updates and training opportunities	30/08/2019	Associate Director ASC (WCHC)	3	This is now in place – with information disseminated across both organisations PSW updates sent out as well with Associate Director member of group	Minutes of Regional Meetings SLI and PSW Network
6.	Options to be explored regarding IT issues including the operability of systems and flexible working	April 2021	WH&CC CWP WCHC	2	System wide work in relation to Cerner and the integration of ASC data and LL is continuing Interface between HIE and LL currently progressing and nearing user testing Local work in relation to system integration is being explored within key service transformation areas	Minutes of Health Wirral IT & IG Programme SPA redesign programme project plan and work streams

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7.	Feedback from the Peer Challenge in relation to the need for greater clarity to be fed into the Strategic Workforce Development Group	April 2020	WH&CC CWP WCHC	2	<p>System wide approach being adopted via Healthy Wirral People Strategy which covers wider health and social care challenges</p> <p>Defined work streams are in place via the SWDG covering recruitment , retention and succession planning – and there is a dedicated plan in place for addressing some of the specific challenges in relation to ASC recruitment</p> <p>Attendance at LCR Workforce strategy group and Involved NW Workforce Frame development</p>	<p>Healthy Wirral People Strategy</p> <p>Workforce Planning documentation</p> <p>Targeted Recruitment Action Plans</p> <p>Minutes of Strategic plans and actions plans</p>
8.	New Operating Model for MASH to be identified - this forms part of the Commissioner led redesign work	March 2020	Lead Commissioner	2	Project group complete review of MASH front door and made recommendations to be submitted to sponsors for decisions	Business case. (VERTO)

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						Effective Revised model in place
9.	Clarity to be provided on CWP management structures older persons team re SW management and leadership	June 2019	AAD & MH Transformation Services Manager	3	This has been disseminated to all services and practitioners	Leadership Structure
	Outcome Based Practice					
10.	Review and implement changes to the current assessment documentation and support plan to support a strengthened SBA	31/1/2020	PSW	2	This is being reviewed in conjunction with WH&CC and CWP – utilising a range of approaches across the region	Agreed SB model and implementation plan
11.	Develop a train the trainer approach to disseminate further SBA approach across all integrated services – development implementation plan	31/1/2020	PSW	2	Train the trainer sessions completed and rolling programme of training for the workforce is in place across both social work Providers	Social Work development plan
12.	Work with WH&CC to review the current contractual KPIs to request a more outcome focused approach	30/08/2019	WH&CC WCHC CWP	3	This is completed and further work is now underway to develop a suite of outcome based KPIs utilising regional and national reporting	Contractual KIP Reporting Quality Indicator Dash Board
13.	Review findings from MSP pilot and implement recommendations with practitioners	1st June 2020	PSW WHCC	1	Pilot questions will remain in place but will be revised further	Revised questions on LL

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14.	Ensure robust programme in place with WCHC , CWP to enable safe and effective adoption of the Liberty protection Safeguards; Statutory requirements Training needs and programme Pathways and processes Governance arrangements Capacity and Demand	Oct 2021	WHCC WCHC CWP	2	Project /stakeholder group set up with meetings to develop and implement a project plan Leaders booked on the regional LPS events set up by ADASS	Project group minutes Internal Action plans
15.	Review current audit arrangements with WH&CC to consider a QI approach – agree new schedule	April 2020	PSW and Professional Standards WH&CC	2	New programme will be developed and will commence fully when the PSW comes into post in February 2020	Agreed programme of work in place I
16.	Ensure system wide directory available for staff in both providers re Self Care and Community based services	March 2020	WH&CC	3	Live Well is a Liverpool City Region initiative that is an internet website to provide this support. PSW to highlight through newsletter to staff	Newsletter sent out
17.	Review current Supervision guidance to ensure a strength based approach is embedded	May 2020	PSW (WH&CC)		Review plan set to align with SBA model development and implementation	Revised supervision guidance
18.	Ensure system wide mechanism for service user and engagement in place for gathering service user engagement both in terms of individual feedback and to support service improvement and transformation.	April 2021	CWP & WCHC	2	WCHC have action plan in place to further increase service user engagement within ASC – and this is also a Trust wide Goal for 2020. Your Voice Group is already in place and ASC have recently recruited a number of volunteers to support this.	User Engagement Strategy Documentation Minutes from LEVEN & Your

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					For CWP the “Lived experience & Volunteering engagement network” Leven is already in place	Experience Group WCHC User Engagement Action Plan
	Professional Social Work Practice					
19.	Promotional Campaign to be undertaken with WHCC on the role of the PSW - including <ul style="list-style-type: none"> • Dissemination of work / engagement plan • Implementation of system wide PSW newsletter • Clarity on offer from Professional Standards Team 	30/08/2019	WHCC	1	This has been delayed due to PSW post being vacant in the Council. Interim cover has been provided and a start date for a permanent appointment is 24/2/20.	
20.	Audit of Service Performance against 7 LGA Employer standards to be undertaken across all services – with further action plan to be developed as required	September 2020	PSW	2	This will form part of the QI approach within profession standards, as part of programme for 2020/21 Review of current	Audit and action plan

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21.	Social Work Strategy and Social Care Forum to be developed collaboratively between WCHC, with CWP and WH&CC. This will be specifically to emphasise the importance of SW within Integration	31/03/2020	WH&CC CWP WCHC	1	Strategic Social Work Practice and Improvement forum to be developed Priority work streams to be set	
22.	Ensure a clear frame work of service improvements is developed between WH&CC, WCHC and CWP to ensure oversight and agreed priorities	September 2020	WH&CC WCHC	2	Service Transformation meetings are now in place for WCHC and WH&CC as part of regular contract meetings (these will also commence for CWP as they enter their transformation year)	Minutes of transformation meetings identify key work streams
23.	System wide review of attendance at regional and national forums to take place to ensure consistent coverage and a robust feedback to practitioners	April 2020	Associate Director ASC PSW WH&CC CWP	2	Scoping exercise currently underway Interim arrangements remain in place pending commencement of PSW Representation areas covered include NWADASS, PSW network, LCR work streams, Cheshire and Merseyside social work Teaching partnership	Minutes from Professional Standards group External minutes from key NW workstreams
24.	Review mandatory training provision within both CWP and WCHC to incorporate wider Care Act Training for all staff	31/08/2020	CWP & WCHC	1	This will link directly into the current Trust(s) wide review of Mandatory Training and wider L&D opportunities	
25.	WCHC & CWP to undertake ASC TNA and explore opportunities for joint commissioning and delivery options - ensuring that a range of	31/12/2019	WCHC, CWP Organisation learning and Development	3	This has been completed - examples of joint commissioning include <ul style="list-style-type: none"> • BIA refresher • Strength Based Approaches 	

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	integrated training programmes are made available				<ul style="list-style-type: none"> • Exploration regarding section 42 Enquiry training • Critical analysis and thinking in assessment 	
26.	Ensure a range of enhanced CPD opportunities available – including developing a communication and monitoring strategy to improve the utilisation of RiPFA	May 2020	CWP & WCHC	2	<p>RiPFA has been recommissioned with plans to improve uptake Social work apprenticeships and wider opportunities now available across WHCH and CWP</p> <p>CPD framework is currently being developed in line with new Social work England requirements</p>	<p>Updated training matrix completed</p> <p>Social work apprenticeships commencing Feb 2020</p> <p>Training commissioning plans</p> <p>Planned visit by Social work England</p> <p>Professional Standards minutes</p>

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27.	Undertake a review of CPA policy with specific requirement to ensure Care Act requirements are reflected	1 st September 2020	CWP	2	Policy requires review	Reviewed policy issued
28.	Clarify and governance pathways and procedures to be able to evidence how DASS receives assurance from MH services	August 2020	CWP	3	Contract meetings and Partnership Governance Board in place for assurance to DASS and Lead Cabinet Member	

Glossary of terms

AAD	All age disability
ADASS	Association of Adult Social Services
ASC	Adults Social Care
BIA	Best Interest Assessor
Cerner	Supplies health information technology solutions
CPA	Care Programme Approach
CPD	Continuing professional development
CWP	Cheshire and Wirral Partnership
DASS	Department of Adult Social Services
HIE	Health Information Exchange
IG	Information Governance
IT	Information technology
KPI	Key Performance Indicators
LCR	Liverpool City Region
LEVEN	Lived experience and volunteer engagement network
LL	Liquid Logic
MASH	Multi Agency Safeguarding Hub
MH	Mental Health
PSW	Principal Social Worker

QI	Quality Improvement
RIPfA	Research in Practice for Adults
SBA	Strengths based approach
SLI	Sector Led Improvement
SPA	Service Provision Agreement
SWDG	Social Work Development Group
TNA	Training needs analysis
WCHC	Wirral Community Health and Care
WH&CC	Wirral Health and Care Commissioning