

FIRST IMPROVEMENT PLAN

For

SAFEGUARDING ADULTS;

**MAKING A POSITIVE CONTRIBUTION FOR ADULTS WITH
A LEARNING DISABILITY;**

**INCREASED CHOICE AND CONTROL FOR ADULTS WITH
A LEARNING DISABILITY;**

PROVIDING LEADERSHIP;

AND

COMMISSIONING AND USE OF RESOURCES.

FOREWORD

This is the **first Improvement Plan** for Safeguarding Services to Adults with a Learning Disability

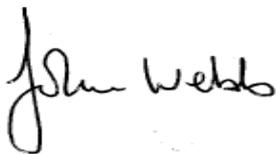
The Plan recognises the improvements to be made and the Council is determined to improve services in all 21 improvement areas.

As the Care Quality Commission report is “Embargoed” until it is presented to Cabinet on 2nd September, the action plan has been developed in that context.

It has been agreed that a **second revised Improvement Plan** – along with a report outlining progress to date will be submitted to CQC by Tuesday, 19th October. This will enable further scrutiny of improvement areas and full involvement of partners, including the Partnership Boards for Safeguarding and Learning Disability.

The Improvement Plan will be managed by the Director of Adult Social services, with the close and direct involvement of the Cabinet Member for Social Care and Inclusion.

Governance arrangements are set out within this first Improvement Plan.



JOHN WEBB
Director of Adult Social Services



COUNCILLOR BOB MOON
Cabinet Member for Social Care & Inclusion

First Improvement Plan for Safeguarding Services to Adults with a Learning Disability

Governance

Progress against this Improvement Plan will be monitored on a number of levels. Those involved in the monitoring will include those who use our services, their carers and families, elected Members, Council Officers and Adult Social Services staff.

Cabinet will receive progress reports every two months.

The Safeguarding Review Group will also provide a monitoring role and enable a closer level of scrutiny regarding the specific issues relating to safeguarding.

Progress will also be reported to, and monitored by both the Safeguarding and Learning Disability Partnership Boards.

The Improvement Plan itself will be driven forward by a group led by the Director of Adult Social Services and including the Cabinet Member for Social Care and Inclusion.

These arrangements will supplement the usual management arrangements and will ensure that progress is tightly monitored and that improvement is made in all areas identified.

IMPROVEMENT PLANNING

SUMMARY OF ACTIONS

Safeguarding Adults

Improvement Area 1 – Ensure that arrangements and policies for preventing abuse are comprehensive and co-ordinated.

1. A multi-agency mission statement for Safeguarding will be completed.
2. Multi-agency Safeguarding policies and procedures will be finalised.
3. The Safeguarding Adults Partnership Board will be chaired by an Independent Person
4. Lessons learned' from national serious case reviews and best practice will be regularly considered by the Safeguarding Adults Partnership Board.
5. The 'Dignity in Care' initiatives will be more widely promoted.
6. Hate crime incidents for people with disability and people from Black and Minority Ethnic (BME) communities will be more clearly reviewed.
7. Public information about safeguarding which particularly targets, carers, self funders, people from Black Minority Ethnic (BME) communities and people who misuse alcohol or drugs will be made more accessible.
8. Relevant partners will be given access to the Department of Adult Social Services electronic case management system under information –sharing protocols.
9. Strengthened arrangements for consent to treatment will be implemented to ensure effective support for people with complex needs on admission to, and discharge from hospital..
10. The initial Equality Impact Assessment of the Safeguarding Adults Improvement Project undertaken in 09/10 will be reviewed.
11. Joint working arrangements on the prevention agenda across the Local Strategic Partnership (LSP) will be further developed.

Improvement Area 2 – Embed a shared approach to recognising and responding to allegations of abuse.

1. Public information about safeguarding issues will be provided in a range of community venues
2. Joint working arrangements across Children's and Adults Boards will be established.
3. The Central Advice and Duty Team service level agreement with Department of Adult Social Services will be reviewed.
4. A comprehensive analysis of areas of risks and incidents of abuse will be undertaken.
5. A multi-agency Safeguarding Training Plan will be developed and implemented.

Improvement Area 3 – Ensure that staff involved in safeguarding adults and supporting people with high or complex needs have the appropriate knowledge and competences.

1. Develop multi-agency training plan
2. A staff competency framework will be developed.
3. The DASS supervision procedure will be revised to reflect a stronger focus on safeguarding, risk management and practice standards.
4. Appropriate training to safeguard people with high or complex needs will be implemented.
5. Poor workforce practices will be addressed and appropriate action taken.
6. The revised safeguarding procedures will be appropriately implemented in DASS

Improvement Area 4 – Ensure that safeguarding activity at all levels is focused on the experience of people who require safeguarding and on the outcomes achieved.

1. The experiences of people who have reported safeguarding issues in local communities will be routinely reported into the Community Safety Partnership and Safeguarding Adults Partnership Board.
2. Individuals subject to safeguarding will be engaged in all stages of the safeguarding process
3. The Mental Capacity Action Plan will be implemented.

Improvement Area 5 – Ensure that safeguarding is supported by robust quality assurance arrangements across the partnership.

1. A Safeguarding quality assurance framework will be developed.
2. A regular process for sampling safeguarding cases will be developed.
3. Performance reports which track trends will be made available to the Safeguarding Adults Partnership Board on a regular basis.

Improvement Area 6 – Improve scrutiny of provider activity and risks across the sector.

1. The contract monitoring of health and social care providers will be improved.
2. New contracts for personal support provided by the independent sector outlining safeguarding expectations will be developed.
3. A quality assurance partnership with representative groups will be developed to quality assure providers.

Making a positive contribution for adults with a learning disability.

Improvement Area 7 – Improve its focus on people who have limited opportunities to engage in and contribute to their local communities.

1. The Council's Comprehensive Engagement Strategy will be reviewed to ensure that the needs of people with limited opportunities for engagement are reflected in it.
2. Issues raised in the Equality Impact Assessment of the Learning Disability Commissioning Framework will be addressed.
3. The Volunteer Strategy will be implemented.
4. Payments made to people who attend Day Services will be reviewed to ensure an equitable approach.
5. The key priorities of the revised Commissioning Strategy will reflect access to local housing, employment, leisure opportunities and social networks in local communities

Improvement Area 8 – Ensure wider representation, involvement and support for people using services and their carers in planning and managing change.

1. The Learning Disability Partnership Board and its sub groups will continue to implement actions from the Learning Disability Commissioning Framework.
2. People with learning disabilities and their carers will be supported to fully engage in shaping Council services

Increased choice and control for adults with a learning disability.

Improvement Area 9 – Ensure that people with learning disabilities and their carers have access to appropriate advice, information and support.

1. A Wirral wide Information, Advice and Advocacy Strategy which explicitly includes learning disability services will be produced.
2. A sample of people who have been signposted to other services by the Central Advice and Duty Team will be audited.

Improvement Area 10 – Ensure people's needs are holistically assessed and supported by effective partnership working

1. A model for equitable access and delivery of health, housing, education and social care support will be developed and implemented.

2. The revised joint Commissioning Strategy will reflect the totality of needs and how they will be met across the partnership.
3. The training plan for personalisation will be further developed.
4. Revised policy, procedure and practice guidance underpinning the Personalisation reforms will be implemented.

Improvement Area 11 – Transform support planning to provide a clear focus on the future, on risks to individuals, on the promotion of their independence and outcomes.

1. Implement policy, procedure and practice guidance and ensure staff attend mandatory training
2. The Phase 2 pilot of the Personal Budgets Project will be completed and Phase 3 will be initiated to roll the process out across the Department.
3. Providers will be engaged in new contract arrangements and involved in the development and delivery of Support Planning.
4. See also Improvement area 3, Actions 1, 3 & 6.

Improvement Area 12 – Address gaps in awareness of the needs of and support to carers.

1. Carer's legislation and a revised local carer's strategy will continue to be implemented.
2. Policy and procedures for carers will be implemented
3. See also improvement area 3, Actions 1 & 3

Improvement Area 13 – Ensure that reviews are appropriately timed and focused.

1. A schedule of reviews will be developed and implemented to ensure they are delivered in a timely manner to all people with learning disabilities who receive support from the Council.
2. Also, see Improvement area 3, Actions 3, 4 & 5.

Improvement Area 14 – Strengthen arrangements for management and learning from complaints and compliments.

1. A system for learning from complaints and compliments including root cause analysis will be developed and implemented.
2. A system for following up outcomes for people including informing them of improvements made as a result of the complaint will be further developed and implemented.
3. Learning from complaints will be embedded in working practices.
4. The use of advocates and mediation will be further established in the complaints and quality assurance process.

Providing leadership.

Improvement Area 15 – Ensure the Safeguarding Adults Board and Learning Disability Partnership Board drive improved outcomes for local people.

1. The Learning Disabilities Partnership Board and its subgroups will continue to implement actions from the Learning Disability Commissioning Framework.
2. Clear performance-monitoring report processes for both Safeguarding Adults Partnership and Learning Disability Partnership Boards will be developed and implemented.
3. See also Improvement Area 8, Actions 1 & 2.

Improvement Area 16 – Promote stronger communication with and involvement of local people and service providers in shaping the vision and development of local services.

1. People with learning disabilities will be supported to engage in the Council's 'Wirral's Future. Be a Part of it' consultation.
2. People with disabilities will be involved with the Localisation Commission
3. The Department of Adult Social Services communication strategy group will refresh and re-align communication plans for transforming adult social care, safeguarding adults and the transformation of adult with learning disability services.

Improvement Area 17 – Develop robust joint planning to address local needs secured by effective deployment of resources and management of risk.

1. The Managing the Market Project (commenced August 2009) will be completed.
2. Voluntary agency contracts will be reviewed.
3. An analysis will be undertaken to determine levels of activity between teams and partners agencies (including the number of staff for safeguarding adults and learning disability services).
4. The Terms of Reference of the Joint Commissioning Group for people with learning disabilities will be revised.
5. Elected members will be involved in the safeguarding adults and learning disability agendas
6. The role of the Safeguarding Adults Sub Groups will be further developed.
7. An agreed Resource Allocation System will be implemented.

Improvement Area 18 – Expand its approach to prevention to deliver improved outcomes for people with learning disabilities and their carers.

1. The Early Intervention Strategy will be implemented.
2. Specific support for people with learning disabilities and carers will be identified through the early Intervention workstreams.
3. The offer of Assistive Technology to people with a learning disability and/or their carers will be made clearer.

Improvement Area 19 – Ensure the workforce across the sector has relevant knowledge, skills and experience to do their job well.

1. The Competency Framework will be developed with learning plans
2. Performance management and supervision policy will be integrated
3. HR Policies and their application will be reviewed (review will include trends and issues).
4. Managers will be trained in performance management for HR policy application

Commissioning and Use of Resources

Improvement Area 20 – Robustly challenge and enable the local market to address gaps, raise standards and meet new personalisation requirements.

1. Advocacy and brokerage support processes involving the voluntary and community sector will be developed.
2. The Emergency Duty Team arrangements will be reviewed.
3. See also improvement area 17, Actions 1 + 2

Improvement Area 21 – Ensure joined-up and efficient use of resources across the council, health and housing services.

1. The 'Total Commissioning' model will be agreed and implemented across the public sector in Wirral.
2. The Department of Adult Social Services Business Plan 2011-14 will be refreshed.
3. The Corporate Plan 2011-14 will be refreshed.
4. The Council will direct the use of in-house provider services. Cost efficiency will be driven within the Department and through the current 'Wirral's Future. Be a Part of it' consultation.
5. The medium-term financial plan will be strengthened as a result of the current administration budget and resource allocation, and following feedback from the 'Wirral's Future. Be a Part of it' consultation.
6. Robust contingency plans to manage decommissioning across the sector will be developed.

LIST OF LEAD RESPONSIBLE OFFICERS

John Webb	Director Adult Social Services – Wirral Council
Aiden Pollitt	Service Manager, Direct Locality Support – Adult Social Services
Andrew Swan	Safeguarding Mental Capacity Act Lead - Wirral University Teaching
Ann Marie Nobes	Head Of Safeguarding - Nhs Wirral
Carolyn Curr	Head Of Policy And Performance - Wirral Council
Chris Hyams	Head Of Hr & Organisational Development – Wirral Council
Francesca Tomlin	Principle Manager, Reform Unit – Adult Social Services
Gill Foden	Service Manager, Human Resources – Adult Social Services.
H Cooper	Director Of Children’s Services – Wirral Council
Ian Platt	Head Of Housing – Wirral Council
Jenny Ricketts	Head Of Direct Locality Support Services – Adult Social Services
Jim Wilkie	Director Of Corporate Services/Deputy Chief Executive – Wirral Council
Malcolm Flanagan	Head Of Benefits Revenues & Customer Services – Wirral Council
Maura Noone	Head Of Integrated Communities & Wellbeing Branch - Adult Social Services
Mike Fowler	Head Of Finance & Performance Branch – Adult Social Services
P Edmondson	Head Of Branch (Participation And Inclusion) – Children And Young People’s Department – Wirral Council
Rachel Hughes	Principal Manager (Performance) – Adult Social Services
Rick O’Brien	Head Of Access And Assessment Branch – Adult Social Services.
Russell Grant	Integrated Commissioning Manager – NHS Wirral and Adult Social Services
Stephen Rowley	Head Of Support Services – Wirral Council
Tina Long	Director Of Strategic Partnerships – NHS Wirral

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1. Safeguarding Adults

Improvement Area 1 – Ensure that arrangements and policies for preventing abuse are comprehensive and co-ordinated.							
Imp Area No.	Action No.	How is this to be achieved / action	Milestone Number	Milestone	Milestone End Date	Evidence Of Improvement	Lead Responsible Officer
1	1	A multi-agency mission statement for Safeguarding will be completed.	1	Safeguarding vision and strategy signed off by Local Strategic Partnership.	Mar-11	All partnership agencies will share the same aspiration for developing Safeguarding services.	J Webb
1	2	Multi-agency Safeguarding policies and procedures will be finalised.	2	Multi agency safeguarding procedures approved by Safeguarding Adults Partnership Board	Oct-10	Safeguarding services will be operated consistently across all partner agencies.	M Noone
1	2		3	Cross-agency audit evidences that procedures are in use across all agencies.	Jan-11		M Noone
1	2		4	Copies of policies and procedures are accessible in a range of formats and venues.	Jan-11		M Noone
1	2		5	Serious Case Reviews procedure reviewed and updated and aligned with 'whole system' arrangements.	Nov-10		M Noone

Imp Area No.	Action No.	How is this to be achieved / action	Milestone Number	Milestone	Milestone End Date	Evidence Of Improvement	Lead Responsible Officer
1	3	The Safeguarding Adults Partnership Board will be chaired by an Independent Person	6	Independent Chair appointed.	Nov-10	Improved safeguarding arrangements resulting from routine external scrutiny and challenge.	J Webb
1	4	Lessons learned' from national serious case reviews and best practice will be regularly considered by the Safeguarding Adults Partnership Board.	7	Safeguarding Adults Partnership Board has 'Lessons Learned' as a standing Agenda item.	Mar-11	Local practices will be influenced by the wider national experience.	J Webb
1	4		8	Review Panel to consider the findings of serious case reviews and make recommendations accordingly	Mar-11		J Webb
1	5	The 'Dignity in Care' initiatives will be more widely promoted.	9	Shared Action Plan reviewed (including inputs from front-line staff).	Dec-10	People will feel more valued by services and those that care for them. LINKs annual report published. Dignity in care working group representatives from the Third Sector working with locality teams.	R O Brien
1	5		10	Charter Mark in place, which recognises the achievement of groups and organisations who work hard to safeguard adults at risk.	Dec-10	Organisations and groups who have achieved the Charter Mark show increase quality of service outcomes.	M Noone

Imp Area No.	Action No.	How is this to be achieved / action	Milestone Number	Milestone	Milestone End Date	Evidence Of Improvement	Lead Responsible Officer
1	6	Hate crime incidents for people with disability and people from Black and Minority Ethnic (BME) communities will be more clearly reviewed.	11	Reporting of hate crime incidents to the Safeguarding Adults Partnership Board formalised.	Oct-10	There will be an increased awareness of hate crime and an increasingly earlier identification of related safeguarding issues.	M Noone
1	7	Public information about safeguarding which particularly targets, carers, self funders, people from Black Minority Ethnic (BME) communities and people who misuse alcohol or drugs will be made more accessible.	12	People using services and partner agencies engaged in awareness raising and production of accessible information	Dec-10	Those who require support in relation to the misuse of alcohol or drugs will more readily know where to obtain it.	M Noone
1	7		13	Safeguarding information produced in culturally appropriate formats.	Dec-10		M Noone
1	7		14	Safeguarding information made available to relevant groups.	Dec-10		M Noone

Imp Area No.	Action No.	How is this to be achieved / action	Milestone Number	Milestone	Milestone End Date	Evidence Of Improvement	Lead Responsible Officer
1	8	Relevant partners will be given access to Department of Adult Social Services electronic case management system under information – sharing protocols	15	Information Sharing Protocols agreed with all partner agencies via SAPB.	Dec-10	The improved access to information will ensure co-ordinated activity and information sharing.	M Fowler
1	8		16	Technical Specification presented to Information Strategy Group.	Dec-10		M Fowler
1	8		17	Access solution implemented.	Feb-11		M Fowler
1	9	Strengthened arrangements for consent to treatment will be implemented to ensure effective support for people with complex needs on admission to, and discharge from hospital.	18	Consent to Treatment processes reviewed and revised to ensure appropriate support is provided on admission or discharge to hospital for people with complex needs	Mar-11.	Services will be clearer and more consistently delivered.	T Long
1	10	The initial Equality Impact Assessment of the Safeguarding Adults Improvement Project undertaken in 09/10 will be reviewed.	19	Review Completed.	Oct-10	The Safeguarding Adults Improvement Project will deliver services more equitably.	M Noone
1	11	Joint working arrangements on the prevention agenda across the Local Strategic Partnership (LSP) will be further developed.	20	The membership of the Safeguarding Adults Partnership Board and action plan both reviewed to reflect the safeguarding prevention agenda	Nov-10	Partnership agencies will have a clear and shared understanding of roles and responsibilities in relation to the prevention of abuse.	J Webb

Improvement Area 2 – Embed a shared approach to recognising and responding to allegations of abuse.							
Imp Area No.	Action No.	How is this to be achieved / action	Milestone Number	Milestone	Milestone End Date	Evidence Of Improvement	Lead Responsible Officer
2	1	Public information about safeguarding issues will be provided in a range of community venues	21	Leaflets and posters produced in consultation with those who use services are accessible and available in a range of venues.	Dec-10	There will be an increased awareness about abuse and a greater understanding of how to respond to concerns about it.	M Noone
2	2	Joint working arrangements across Children's and Adults Boards will be established.	22	Joint working arrangements agreed by Children and Young People and Adult Social Services Departments	Sep-10	Learning in the respective Departments and partner agencies such as Merseyside Police will be shared and procedures revised accordingly.	J Webb H Cooper
2	2		23	Joint protocol and training programme in place for recognising and working with parents with mental health difficulties.	Dec 10	Safeguarding Adults and Children's Safeguarding procedures provide a stronger focus on 'whole family' approach.	J Webb H Cooper
2	3	The Central Advice and Duty Team service level agreement with Department of Adult Social Services will be reviewed.	24	Service Level Agreement revised in respect of Central Advice and Duty Team's role and responsibilities in regard to safeguarding.	Oct-10	The Central Advice and Duty Team's role in responding to allegations of abuse will be clearer and improved.	R O Brien

Imp Area No.	Action No.	How is this to be achieved / action	Milestone Number	Milestone	Milestone End Date	Evidence Of Improvement	Lead Responsible Officer
2	4	A comprehensive analysis of areas of risks and incidents of abuse will be undertaken.	25	Establish sub-group of Safeguarding Adults Partnership Board to review activity information.	Oct-10	Identification of high incident areas or low referral rates (for example) will inform safeguarding strategy.	A M Nobes
2	4		26	Sub group reports into Safeguarding Adults Partnership Board.	Nov-10		A M Nobes
2	5	A multi-agency Safeguarding Training Plan will be developed and implemented.	27	Draft multi-agency Training Plan available.	Oct-10	There will be an increased awareness and understanding of respective roles and responsibilities across partnership agencies in relation to Safeguarding.	G Foden
2	5		28	Draft multi-agency Training Plan presented to Partner Agencies.	Nov-10		G Foden
2	5		29	Draft multi-agency Training Plan presented to SAPB.	Dec-10		G Foden
2	5		30	Multi agency Training Plan implemented.	Jan-11		G Foden

Improvement Area 3 – Ensure that staff involved in safeguarding adults and supporting people with high or complex needs have the appropriate knowledge and competences.

Imp Area No.	Action No.	How is this to be achieved / action	Milestone Number	Milestone	Milestone End Date	Evidence Of Improvement	Lead Responsible Officer
3	1	Develop multi-agency training plan	31	Joint learning groups established to promote consistent practice and good use of advocates	Jan-11	Staff and managers who have successfully demonstrated competencies within the framework will deliver services at a satisfactory standard.	G Foden and C Hyams
3	1		32	Draft multi-agency Training Plan presented to Partner Agencies.	Nov-10	Training available in case recording for DASS staff developed	G Foden
3	1		33	Effective multi-agency training sub-group in place, underpinned by a robust business plan.	Dec-10		G Foden
3	1		34	Draft multi-agency Training Plan presented to SAPB.	Dec-10	Training will be reviewed to ensure a joint approach is taken between partnership agencies to safeguarding and the delivery of outcomes	G Foden

Imp Area No.	Action No.	How is this to be achieved / action	Milestone Number	Milestone	Milestone End Date	Evidence Of Improvement	Lead Responsible Officer
3	1		35	Multi agency Training Plan implemented.	Jan-11		G Foden
3	2	A staff competency framework will be developed.	36	Framework developed	Nov-10	Staff and managers who have successfully demonstrated competencies within the framework to deliver services to a satisfactory standard.	R O Brien
3	3	The DASS supervision procedure will be revised to reflect a stronger focus on safeguarding, risk management and practice standards.	37	Revised supervision procedure implemented.	Jan-11	Practice reflects a stronger focus on safeguarding, risk management and practice standards evidenced via audit of case and supervision files.	R O'Brien and C Hyams
3	3		38	Staff receiving regular appropriate supervision based on audit of supervision files.	Feb-11	Clarity provided to staff about accountabilities and expectations with regard to quality of staff practice and evidenced in supervision files.	R O Brien
3	3		39	Training and support needs for all staff identified.	Nov-10	All staff will have access to appropriate supervision, mentoring and coaching and Key Issues Exchange process is undertaken by all staff as part of a rolling programme.	R O Brien

Imp Area No.	Action No.	How is this to be achieved / action	Milestone Number	Milestone	Milestone End Date	Evidence Of Improvement	Lead Responsible Officer
3	4	Appropriate training to staff involved in work to safeguard people with high or complex needs will be implemented.	40	All relevant staff will have attended training in Safeguarding Adults Policy and procedures.	Nov-10	Appropriate and consistent practice in safeguarding adults.	R O Brien
3	5	Poor workforce practices will be addressed and appropriate action taken.	41	All fieldwork managers and staff will have a formal appraisal of their professional competence and practice standards	Nov-10	Staff involved in safeguarding and supporting people with high or complex needs will be able to demonstrate the appropriate level of competence and knowledge.	R O Brien
3	5		42	Staff competency framework implemented resulting in raised professional standards and clear accountabilities between agencies	Mar-11	Case files will be routinely audited.	R O'Brien
3	5		43	Implementation of appropriate Human Resources procedures.	Dec-10	Raised professional standards and clear accountabilities between agencies	R O Brien and C Hyams

Imp Area No.	Action No.	How is this to be achieved / action	Milestone Number	Milestone	Milestone End Date	Evidence Of Improvement	Lead Responsible Officer
3	6	The revised safeguarding procedures will be appropriately implemented in DASS	44	Case recording procedure developed and implemented.	Dec-10	Rolling Case file audit in place providing evidence of appropriate protection planning, management of risk, advocacy support, co-ordinated responses to abuse and engagement of individuals subject to abuse	R O Brien
3	6		45	Systems are in place to quality assure practice through routine auditing of case files and supervision notes.	Dec-10		R O Brien
3	6		46	Case file audit conducted providing evidence that appropriate standards of recording has taken place	Dec-10		R O Brien
3	6		47	Case recording is discussed in supervision sessions and evidenced on supervision files or minutes from team meetings	Dec-10		R O Brien

Improvement Area 4 – Ensure that safeguarding activity at all levels is focused on the experience of people who require safeguarding and on the outcomes achieved.

Imp Area No.	Action No.	How is this to be achieved / action	Milestone Number	Milestone	Milestone End Date	Evidence Of Improvement	Lead Responsible Officer
4	1	The experiences of people who have reported safeguarding issues in local communities will be routinely reported into the Community Safety Partnership and Safeguarding Adults Partnership Board.	48	The experiences of people who have reported safeguarding issues are recorded in the minutes of Community Safety Partnership and Safeguarding Adults Partnership Board.	Dec-10	Procedures and individual support will be influenced by the wider local experience.	M Noone
4	1		49	Community Safety Partnership plans develop an approach to the inclusion of older people and people with a disability.	Feb-11		M Noone
4	2	Individuals involved in safeguarding will be engaged in all stages of the safeguarding process	50	Action plans from safeguarding investigations reflect the views of people who have needed a safeguarding intervention.	Apr-11	Individual experiences of the safeguarding process are appropriately used to shape future interventions.	R O Brien
4	2		51	People with experience of safeguarding issues attend Safeguarding Adults Partnership Board	Nov-10		J Webb
4	3	The Mental Capacity Action Plan will be implemented.	52	Action Plan and procedures form part of the multi agency procedures	Dec-10	All relevant staff will deliver a consistent and high quality service.	A Swan (Safeguarding Adults Partnership Board)

Improvement Area 5 – Ensure that safeguarding is supported by robust quality assurance arrangements across the partnership.

Imp Area No.	Action No.	How is this to be achieved / action	Milestone Number	Milestone	Milestone End Date	Evidence Of Improvement	Lead Responsible Officer
5	1	A Safeguarding quality assurance framework will be developed.	53	Quality Assurance framework agreed by Strategic Leadership Team and Safeguarding Adults Partnership Board	Dec-10	The Quality Assurance Framework will provide checks on key elements of the safeguarding process.	M Noone
5	1		54	A system is in place which alerts across the economy when multiple concerns about a provider are received	Oct-10		M Noone
5	1		55	Evidence via performance reporting that incidents of abuse have been dealt with in a timely manner	Mar-11		M Noone
5	2	A regular process for checking safeguarding cases where 'no further action' is recorded will be developed.	56	Complete a review of sample referrals which are recorded as no further action	Jan-11	Confirmation of appropriateness of decision to take no further action	M Noone
5	3	Performance reports which track trends will be made available to the Safeguarding Adults Partnership Board on a regular basis.	57	Operational managers follow up outstanding cases and provide regular reports to Strategic Leadership Team for reporting into SAPB.	Oct-10	The safeguarding process will be more efficient due to the closer monitoring of performance.	R Hughes

Improvement Area 6 – Improve scrutiny of provider activity and risks across the sector.

Imp Area No.	Action No.	How is this to be achieved / action	Milestone Number	Milestone	Milestone End Date	Evidence Of Improvement	Lead Responsible Officer
6	1	The contract monitoring of health and social care providers will be improved.	58	Proactive monitoring of contracts in place	Oct-10	The increased level of monitoring of providers and the resultant information gathered will enhance the management of risk in this area.	M Noone
6	1		59	Risk monitoring of service providers is strengthened	Oct-10		M Noone
6	1		60	Robust joint arrangement in place to monitor across agencies	Oct-10		M Noone
6	1		61	Share learning from positive work with supported living providers across the sector and put schedules in place across system to meet needs of new contract	Mar-11		M Noone
6	2	New contracts for personal support provided by the independent sector outlining safeguarding expectations will be developed.	62	Provider Workshops undertaken and completed.	Aug-10	New Contracts will be awarded that reflect personalisation, promote Dignity in Care and strengthen risk management associated with safeguarding concerns	M Fowler

Imp Area No.	Action No.	How is this to be achieved / action	Milestone Number	Milestone	Milestone End Date	Evidence Of Improvement	Lead Responsible Officer
6	2		63	Report to Cabinet	Sep-10		M Fowler
6	2		64	Invitation to tender	Oct-10		M Fowler
6	2		65	Award of Contracts	Jan-11		M Fowler
6	2		66	New Contracts commence	Apr-11		M Fowler
6	3	A quality assurance partnership with representative groups will be developed to quality assure providers.	67	Quality Assurance process agreed	Dec-10	The quality assurance process will be strengthened by the engagement of key stakeholders.	M Noone
6	3		68	Process implemented and feedback regularly delivered to Safeguarding Adults Partnership Board, DASS Strategic Leadership Team and appropriate groups	Mar-11		M Noone

2. Making a positive contribution for adults with a learning disability

Improvement Area 7 – Improve its focus on people who have limited opportunities to engage in and contribute to their local communities.

Imp Area No.	Action No.	How is this to be achieved / action	Milestone Number	Milestone	Milestone End Date	Evidence Of Improvement	Lead Responsible Officer
7	1	The Council's Comprehensive Engagement Strategy will be reviewed to ensure that the needs of people with limited opportunities for engagement are reflected in it.	69	Local communities will be engaged in understanding and working with people with Learning Disabilities	Mar-11	People with limited opportunities will more readily access universal services in their local communities.	C Curr
7	2	Issues raised in the Equality Impact Assessment of the Learning Disability Commissioning Framework will be addressed.	70	Equality Impact Assessment is presented to Learning Disability Partnership Board	Sep-10	Minutes of the Learning Disabilities Partnership Board reflect presentation and discussion of issues in the Equality Impact Assessment.	S Rowley
7	2		71	Actions identified along with future formal reporting arrangements which ensure future developments are inclusive of people with diverse needs	Sep-10	Opportunities for people with a learning disability will be embedded within a wider equalities framework including better use of local community, sports and leisure facilities	S Rowley

Imp Area No.	Action No.	How is this to be achieved / action	Milestone Number	Milestone	Milestone End Date	Evidence Of Improvement	Lead Responsible Officer
7	2		72	Inclusion of people from a diverse range of backgrounds in the design and delivery, monitoring and reviewing of services.	Oct-10	Evidence of involvement of a more diverse range of needs and backgrounds in the people who work with services to deliver future changes	S Rowley
7	3	The Volunteer Strategy will be implemented.	73	Recruit volunteers to engage with the wider community.	Dec-11	100 new volunteers recruited to engage in the wider community, in addition to the 600 currently reported	M Noone
7	4	Payments made to people who attend Day Services will be reviewed to ensure an equitable approach.	74	The Council's policy on 'incentive' payments is revised in the light of the Council's strategy to promote employment opportunities.	Dec-10	Those who attend Day Services and receive payments will have a clearer understanding about their wage in relation to the national minimum standard.	J Ricketts

Imp Area No.	Action No.	How is this to be achieved / action	Milestone Number	Milestone	Milestone End Date	Evidence Of Improvement	Lead Responsible Officer
7	5	The key priorities of the revised Commissioning Strategy will reflect access to local housing, employment, leisure opportunities and social networks in local communities	75	Implementation of relevant strategies, policies and procedures	Mar-11	Increased access to local housing, employment, leisure opportunities and social networks in local communities	S Rowley
7	5		76	Reviews of all people who have a Learning Disability and receive a service from Department of Adult Social Services will be completed as part of a rolling programme and support plans developed to support access to housing and employment.	Mar-11	Increase in the percentage of people known to the Department of Adults Social Services who are in settled accommodation and paid employment.	R O Brien
7	5		77	Reviews of all people who have a Learning Disability and receive a service from Department of Adult Social Services will be completed through a self directed assessment process and support plans will be developed based on these assessments.	Mar-11	An increase to 30% of the total population supported by the Department of Adult Social Services receiving self directed support	R O Brien
7	5		78		Mar-11	Options and support in place for individuals to pursue their interest in local community settings evidenced via case audits	R O Brien

Improvement Area 8 – Ensure wider representation, involvement and support for people using services and their carers in planning and managing change.

Imp Area No.	Action No.	How is this to be achieved / action	Milestone Number	Milestone	Milestone End Date	Evidence Of Improvement	Lead Responsible Officer
8	1	The Learning Disability Partnership Board and its sub groups will continue to implement actions from the Learning Disability Commissioning Framework.	79	The Partnership Board will have reviewed its arrangements for communicating with wider group of people using services, their carers, service providers and partners so that they are kept informed about priorities and progress	Oct-10	People with Learning Disabilities and their families and carers will have their lives improved in accordance with the aims of Valuing People Now.	J Webb
8	1		80	The strategic direction will be agreed across the partnership with local community and voluntary sector organisations	Dec-10	Shared vision to be in place which promotes the involvement of adults with a Learning Disabilities in making a positive contribution to delivering Valuing People Now outcomes	J Webb
8	1		81	The 'Enabling Fulfilling Lives' sub group will widen its focus of service user and carer representation	Dec-10	Enabling Fulfilling Lives group will have a diverse range of members including people who don't use Day Services.	A Pollitt

Imp Area No.	Action No.	How is this to be achieved / action	Milestone Number	Milestone	Milestone End Date	Evidence Of Improvement	Lead Responsible Officer
8	2	People with learning disabilities and their carers will be supported to fully engage in shaping Council services	82	Develop involvement arrangements to ensure the inclusion of people with high or complex needs and people from a minority ethnic background.	Dec-10	Higher numbers of people with complex needs will be involved in shaping council services.	M Noone
8	2		83	Widen choice of advocacy and self advocacy services for customers	Mar-11	Increased choice and take up of advocacy services for people with a Learning Disability	M Noone
8	2		84	People with learning disabilities as experts through their own experience will set standards, design, develop, deliver and evaluate services in Wirral	Mar-11	More services designed, delivered and evaluated by people with a Learning Disability	M Noone
8	2		85	Capacity added to enable carers to maximise the ability to drive change	Dec-10	Greater involvement of carers in groups	M Noone
8	2		86	People with learning disabilities and carers are included in the Council's consultation – 'Wirral's Future. Be a Part of it'.	Dec-10	Evidence of people with a Learning Disability having a say in 'Wirral's Future. Be a Part of it'..	C Curr

3. Increased choice and control for adults with a learning disability

Improvement Area 9 – Ensure that people with learning disabilities and their carers have access to appropriate advice, information and support.

Imp Area No.	Action No.	How is this to be achieved / action	Milestone Number	Milestone	Milestone End Date	Evidence Of Improvement	Lead Responsible Officer
9	1	A Wirral wide Information, Advice and Advocacy Strategy which explicitly includes learning disability services will be produced.	87	Strategy is written and signed off by the Learning Disability Partnership Board and appropriate organisations	Dec-10	People with Learning Disabilities will be supported to have a greater 'voice' and access support through advocacy, information and advice.	M Noone
9	1		88	A shared approach to reviewing the production of information with local partners and people using services and families. Information to include; savings thresholds, implication of having a job, complaints and self directed support	Mar-11		M Noone
9	1		89	Arrangements established for monitoring and reporting usage of the website by and usefulness to people with learning disabilities	Mar-11	Learning Disability Partnership Board website is operational	M Noone

Imp Area No.	Action No.	How is this to be achieved / action	Milestone Number	Milestone	Milestone End Date	Evidence Of Improvement	Lead Responsible Officer
9	1		90	A 'readers panel' of people who use services and carers is set up to assess departmental information to award local 'kite marks'	Mar-11		M Noone
9	1		91	Expand the use of different formats, including Easy-Read in all relevant communications including access to advocacy leaflets and information in large print	Oct-10	People receive information such as self directed support information packs in formats which are diverse and easy to understand	M Noone
9	2	A sample of people who have been signposted to other services by the Central Advice and Duty Team will be audited.	92	Revised service level agreement in place reflecting the need to report information on people who have been signposted	Oct-10	People with Learning Disabilities who are not eligible for Department of Adult Social Services support receive appropriate support to their needs.	R O Brien and M Flanagan
9	2		93	Auditing process agreed and implemented	Dec-10	Learning from outcomes of signposting and accepting of referrals implemented in developing new services.	R O Brien and M Flanagan

Improvement Area 10 – Ensure people’s needs are holistically assessed and supported by effective partnership working.

Imp Area No.	Action No.	How is this to be achieved / action	Milestone Number	Milestone	Milestone End Date	Evidence Of Improvement	Lead Responsible Officer
10	1	A model for equitable access and delivery of health, housing, education and social care support will be developed and implemented.	94	Develop through the self directed support planning process an equitable set of choices for people with Learning Disabilities to access health, housing, education and social care support.	Nov-10	Local priorities for supported housing are agreed, a transparent allocation system in place and access to supported housing is better co-ordinated	R O Brien and I Platt
10	1		95	Agree on the basis of demand, a model for integrated delivery of services with people with Learning Disabilities	Nov-10	Improved commissioning processes alongside more robust support planning.	R O Brien and I Platt
10	1		96	The Learning Disability Partnership Board to consider a revised model for specialist LD service.	Nov-10	Agreed model for future model of integrated services for people with Learning Disabilities.	R O Brien
10	2	The revised joint Commissioning Strategy will reflect the totality of needs and how they will be met across the partnership.	97	Through the Joint Strategic Needs Analysis identify the future housing health and social care needs of people who are ageing (specifically carers of people with a learning disability and people with a learning disability)	Dec-10	People with differing complexity of Learning Disabilities will receive integrated support appropriate to their level of need.	R Grant

Imp Area No.	Action No.	How is this to be achieved / action	Milestone Number	Milestone	Milestone End Date	Evidence Of Improvement	Lead Responsible Officer
10	2		98	Adaptations to housing support people moving into supported housing.	Mar-11	Adaptations are provided in a timely way	I Platt (Learning Disability Partnership Board)
10	2		99	Access to education is improved and courses easy to understand	Mar-11	Greater numbers of people with a Learning Disabilities accessing local higher education.	P Edmondson (Learning Disability Partnership Board)
10	3	The training plan for personalisation will be further developed.	100	Training Plan addresses personalisation agenda including training on support planning, outcomes, personalisation awareness, process training etc	Nov-10	Greater awareness of personalisation by professionals and carers who work and care for people with Learning Disabilities	F Tomlin
10	3		101	Training available in case recording for DASS staff developed	Nov-10		F Tomlin
10	3		102	Support planning training will be reviewed to ensure it reflects a joint approach is taken between housing, health and social care and a shared approach to safeguarding and the delivery of outcomes	Dec-10		F Tomlin

Imp Area No.	Action No.	How is this to be achieved / action	Milestone Number	Milestone	Milestone End Date	Evidence Of Improvement	Lead Responsible Officer
10	3		103	Establishment of joint learning groups to promote consistent practice and good use of advocates	Jan-11		F Tomlin
10	4	Revised policy, procedure and practice guidance underpinning the Personalisation reforms will be implemented	104	Evidence from case files that needs are holistically assessed taking account of issues across agencies such as housing, health and social care	Mar-11	People with Learning Disabilities will receive a seamless service from agencies working in partnership with one another.	R O Brien
10	4		105	Evidence in case files of effective relationships between staff and individuals	Mar-11	Effective, auditable case file and supervision processes in operation.	R O Brien
10	4		106	Evidence from performance information which shows that needs are assessed in a timely way focussing on outcomes for individuals, with clear contingency plans around carer breakdown	Mar 11	Case files will be routinely audited.	R O Brien

Improvement Area 11 – Transform support planning to provide a clear focus on the future, on risks to individuals, on the promotion of their independence and outcomes.

Imp Area No.	Action No.	How is this to be achieved / action	Milestone Number	Milestone	Milestone End Date	Evidence Of Improvement	Lead Responsible Officer
11	1	Implement policy, procedure and practice guidance and ensure staff attend mandatory training	107	All new support plans identify employment & housing aspirations	Dec-10	Outcomes for people will be of better quality and more efficient and will be evidenced in case files, identified through case file audits	R O Brien
11	1		108	Risk to individuals including 'stranger danger', risk of exploitation or harm and self-protection strategies are clearly identified through a sample audit and plans in place to mitigate risk or identify areas of positive risk taking	Mar-11	A sample audit of case files will reveal consistent and accurate collation of material useful for the support planning tasks.	R O Brien
11	1		109	All staff will have attended appropriate training which will ensure that staff are competent in delivering the personalisation agenda evidence in supervision notes	Mar-11	Evidence via case file audit that support planning is undertaken which focuses on the whole person's needs and those of their carers, future aspirations, risk to individual, promotion of independence, outcomes, sexuality, personal relationships etc	R O Brien

Imp Area No.	Action No.	How is this to be achieved / action	Milestone Number	Milestone	Milestone End Date	Evidence Of Improvement	Lead Responsible Officer
11	2	The Phase 2 pilot of the Personal Budgets Project will be completed and Phase 3 will be initiated to roll the process out across the Department.	110	Policy Procedures and Practice document in place providing clear guidance on support planning that reflects the whole of the person's needs and those of their carers, people's futures, risks to individuals, promotion of independence, outcomes and people's wishes and aspirations.	Oct-10	Understanding from staff of their role in developing support planning that reflects the whole person's needs or those of their carers, people's futures, risks to individuals, promotion of independence, outcomes and people's wishes and aspirations	F Tomlin
11	3	Providers will be engaged in new contract arrangements and involved in the development and delivery of Support Planning.	111	Expectations for support planning to be made explicit to providers	Dec-10	Support Planning will be improved with Provider input.	M Fowler
11	3		112	Complete provider workshops	Aug-10	Providers will have been involved in support planning training	M Fowler
11	3		113	Cabinet Report	Sep-10		M Fowler
11	3		114	Invitation to tender	Oct-10		M Fowler
11	3		115	Award of contracts	Feb-11		M Fowler
11	3		116	New contracts in place	Apr-11		M Fowler
11	4	See also Improvement area 3, Actions 1, 3 & 6.	N/A		N/A		Multiple Officers

Improvement Area 12 – Address gaps in awareness of the needs of and support to carers.

Imp Area No.	Action No.	How is this to be achieved / action	Milestone Number	Milestone	Milestone End Date	Evidence Of Improvement	Lead Responsible Officer
12	1	Carer's legislation and a revised local carer's strategy will continue to be implemented.	117	Carers Action Plan fully implemented and signed off by the Carers Development Committee	Dec-10	Increase in number of older and single carers who have carers assessments and support to carers with multiple caring responsibilities	M Noone
12	1		118	Carers emergency scheme in place	Dec-10	Carers supported appropriately in an emergency.	M Noone
12	1		119	Total Commissioning Plan for learning Disability considers a range of options for short-breaks.	Dec-10	Options for short breaks and use of adult placement schemes considered and agreed by Carers Development Committee	S Rowley.
12	2	Policy and procedures for carers will be implemented	120	Carers needs are identified through the assessment and review process	Feb-11	Evidence of carers needs being clearly recorded on files as evidenced through performance information and case file audits	R O Brien
12	2		121	Ensure contingency plans are in place for carer breakdown as part of carers' assessments evidenced in support plans	Feb-11	Case files will be routinely audited.	R O Brien
12	3	See also improvement area 3, Actions 1 & 3.	N/A		N/A		Multiple Officers

Improvement Area 13 – Ensure that reviews are appropriately timed and focused.							
Imp Area No.	Action No.	How is this to be achieved / action	Milestone Number	Milestone	Milestone End Date	Evidence Of Improvement	Lead Responsible Officer
13	1	A schedule of reviews will be developed and Implemented to ensure they are delivered in a timely manner to all people with learning disabilities who receive support from the Council.	122	An action plan with clear targets for self directed reviews with people with Learning Disabilities is written and implemented.	Sep-11	People whose service requires reviewing will receive andefficient, personalised service.	R O Brien
13	1		123	Action plans and clear targets to ensure that support plans identify employment & housing aspirations and outcomes for people evidenced in case files	Mar-11	Case file audits reflect case work that identifies employment & housing aspirations and outcomes for people in case files	R O Brien
13	1		124	Risk to individuals including 'stranger danger', risk of exploitation or harm and self-protection strategies are clearly identified through a sample audit and plans in place to mitigate risk or identify areas of positive risk taking	Mar-11	The assessment of those risks undertaken by individuals will be based on more accurate information.	R O Brien
13	2	Also, see Improvement area 3, Actions 3, 4 & 5.	N/A		N/A		Multiple Officers

Improvement Area 14 – Strengthen arrangements for management and learning from complaints and compliments.

Imp Area No.	Action No.	How is this to be achieved / action	Milestone Number	Milestone	Milestone End Date	Evidence Of Improvement	Lead Responsible Officer
14	1	A system for learning from complaints and compliments including root cause analysis will be developed and implemented.	125	System agreed by Strategic Leadership Team and implemented	Oct-10	The Learning Disabilities service will be continuously improved based on feedback and learning from its customers and stakeholders.	M Noone
14	2	A system for following up outcomes for people including informing them of improvements made as a result of the complaint will be further developed and implemented.	126	System agreed by Strategic Leadership Team and implemented	Oct-10	People who raise concerns know what actions have been taken as a result of their feedback.	M Noone
14	3	Learning from complaints will be embedded in working practices.	127	Improved working practices evidenced via minutes of Access and Assessment Branch Leadership Team and team meeting and subsequently checked through case file audits	Nov-10	Actions and service improvements identified through complaints will be acted upon and practice will improve and be developed based on feedback from customers.	R O Brien
14	4	The use of advocates and mediation will be further established in the complaints and quality assurance process.	128	Wirral Advocacy Partnership fully involved in the quality assurance process	Dec-10	People will be supported to have a voice and gain an effective resolution through the complaints process.	M Noone

4. Providing Leadership

Improvement Area 15 – Ensure the Safeguarding Adults Board and Learning Disability Partnership Board drive improved outcomes for local people.

Imp Area No.	Action No.	How is this to be achieved / action	Milestone Number	Milestone	Milestone End Date	Evidence Of Improvement	Lead Responsible Officer
15	1	The Learning Disabilities Partnership Board and its subgroups will continue to implement actions from the Learning Disability Commissioning Framework.	129	Strategic Commissioning Framework Implementation 'Making It Happen' reports presented to every Learning Disabilities Partnership Board	Jul-10	Governance arrangements will be clearer across the economy.	J Webb
15	1		130	Presentations and reports to Learning Disabilities Partnership Board to ensure that strategic priorities are being met	Sep-10		J Webb
15	1		131	Annual Report on Progress on the Strategic Commissioning Framework presented to Learning Disabilities Partnership Board	Jan-11		J Webb
15	1	See also Improvement Area 8, Actions 1 & 2.	N/A		N/A		Multiple Officers
15	2	Clear performance-monitoring report processes for both Safeguarding Adults Partnership and Learning Disability Partnership Boards will be developed and implemented.	132	Review and test data collection procedures will be in place.	Sep-10	Performance against Local Indicators 8866 and 8867 will show improvement.	R Hughes

Imp Area No.	Action No.	How is this to be achieved / action	Milestone Number	Milestone	Milestone End Date	Evidence Of Improvement	Lead Responsible Officer
15	2		133	Produce Weekly performance statistics and exception reports and distribute to Locality Managers	Aug-10		R Hughes
15	2		134	Performance reports presented to SAPB and LDPB	Oct-10		R Hughes
15	3	See improvement area 1, improvement areas 1 and 2	N/A		Oct-10		J Webb & M Noone

Improvement Area 16 – Promote stronger communication with and involvement of local people and service providers in shaping the vision and development of local services.

Imp Area No.	Action No.	How is this to be achieved / action	Milestone Number	Milestone	Milestone End Date	Evidence Of Improvement	Lead Responsible Officer
16	1	People with learning disabilities will be supported to engage in the Council's 'Wirral's Future. Be a Part of it' consultation.	135	Communication about the consultation is provided in suitable format	Oct-10	People with learning disabilities will be more fundamentally engaged in the shaping of Council services.	C Curr
16	2	People with disabilities will be involved with the Localisation Commission	136	Funding distributed by the commission is specifically targeted	Nov-10	People with learning disabilities will have greater control over service developments.	C Curr

Imp Area No.	Action No.	How is this to be achieved / action	Milestone Number	Milestone	Milestone End Date	Evidence Of Improvement	Lead Responsible Officer
16	3	The Department of Adult Social Services communication strategy group will refresh and re-align communication plans for transforming adult social care, safeguarding adults and the transformation of adults with learning disability services.	137	Communication plan refreshed	Nov-10	Departmental Communications will be more focussed upon communicating with people with learning disabilities and delivering information in more appropriate formats.	M Noone
16	3		138	Process in place which ensures more people and service providers are involved	Dec-10	Recorded evidence that the vision has been shaped by people who use services, carers and service providers and looks at involvement in decision making over the last year, making recommendations for improvements	M Noone
16	3		139	The Enabling Fulfilling Lives group to present an independent annual report to the Learning Disabilities Partnership Board on involvement	Jan-11		A Pollitt
16	3		140	Plans for transforming adult social care are translated into format which are easy to understand	Dec-10		M Noone

Imp Area No.	Action No.	How is this to be achieved / action	Milestone Number	Milestone	Milestone End Date	Evidence Of Improvement	Lead Responsible Officer
16	3		141	Different methods of communicating messages are used	Sep-10		M Noone

Improvement Area 17 – Develop robust joint planning to address local needs secured by effective deployment of resources and management of risk.

Imp Area No.	Action No.	How is this to be achieved / action	Milestone Number	Milestone	Milestone End Date	Evidence Of Improvement	Lead Responsible Officer
17	1	The Managing the Market Project (commenced August 2009) will be completed.	142	Tender for Outcome Based Framework Agreement	Oct-10	People with learning disabilities will have a greater number of support options which will be of higher quality.	M Fowler
17	1		143	Outcome based framework agreement in place	Dec-10		M Fowler

Imp Area No.	Action No.	How is this to be achieved / action	Milestone Number	Milestone	Milestone End Date	Evidence Of Improvement	Lead Responsible Officer
17	1		144	New personal support services are available to people wherever they may live, including supported living to minimise the need for people to enter residential care or out of area placements.	Apr-11	The quality assurance framework contained within the personal support contracts evidences improvements in standards	M Fowler
17	2	Voluntary agency contracts will be reviewed.	145	Outcome-based framework agreement in place	Dec-10	The voluntary sector will be more stimulated to provide support.	M Noone
17	3	An analysis will be undertaken to determine levels of activity between teams and partners agencies (including the number of staff for safeguarding adults and learning disability services).	146	Benchmarking and performance reports to Safeguarding Adults Partnership Board and Learning Disability Partnership Board to inform decision making	Mar-11	Services will be more effectively managed and will deliver personalised care in an increasingly efficient manner.	R Hughes
17	3		147	Review and test data collection procedures.	Aug-10	Variable levels of activity will be minimised	R Hughes
17	3		148	Produce Weekly performance statistics and exception reports and distribute to Locality Managers	Aug-10		R Hughes
17	3		149	Performance reports presented to SAPB and LDPB	Oct-10		R Hughes

Imp Area No.	Action No.	How is this to be achieved / action	Milestone Number	Milestone	Milestone End Date	Evidence Of Improvement	Lead Responsible Officer
17	4	The Terms of Reference of the Joint Commissioning Group for people with learning disabilities will be revised.	150	Terms of Reference revised.	Sep-10	There will be a clearer focus on key priorities for joint planning person-centred, affordable and responsive services.	R O Brien
17	4		151	Joint Commissioning Group for people with learning disabilities review potential for single risk matrix	Feb-11	Key decisions are made from a wider availability of information.	R O Brien
17	5	Elected members will be involved in the safeguarding adults and learning disability agendas	152	Elected member Review Panel in place	Sep-10	The scope and understanding of safeguarding activities and supporting people with learning disabilities will be more consistent across the Council economy.	J Webb
17	5		153	Elected member safeguarding adults champions identified	Sep-10		J Webb
17	5		154	Elected members attend safeguarding adults training which started in April 2010	Sep-10		C Hyams

Imp Area No.	Action No.	How is this to be achieved / action	Milestone Number	Milestone	Milestone End Date	Evidence Of Improvement	Lead Responsible Officer
17	5		155	Elected members continue to be represented on Safeguarding Adults Partnership Board	Oct-10		J Webb
17	6	The role of the Safeguarding Adults Sub Groups will be further developed.	156	Actions from sub group plans delivered on time in a co-ordinated way	Mar-11	People with learning disabilities and their representatives will be more engaged in the direction of support service development.	J Webb
17	7	An agreed Resource Allocation System will be implemented.	157	Resource Allocation System implemented.	Oct-10	The deployment of resources will be more transparent and more efficient at providing support.	R O Brien

Improvement Area 18 – Expand its approach to prevention to deliver improved outcomes for people with learning disabilities and their carers.

Imp Area No.	Action No.	How is this to be achieved / action	Milestone Number	Milestone	Milestone End Date	Evidence Of Improvement	Lead Responsible Officer
18	1	The Early Intervention Strategy will be implemented.	158	Strategy is approved by Council and implementation commences	Sep-10	Services will be more focussed on delivering support 'upstream' - in advance of substantial and critical interventions.	M Noone
18	2	Specific support for people with learning disabilities and carers will be identified through the Early Intervention workstreams.	159	Workstream action plans in place and include measurable milestones and monitoring arrangements.	Dec-10	The Personalisation Agenda will be increasingly more apparent in early intervention services.	M Noone
18	3	The offer of Assistive Technology to people with a learning disability and/or their carers will be made clearer.	160	Procedure in place for people with a learning disability and their carers offered Assistive Technology.	Dec-10	The greater uptake of cost-effective technological support will enable more people to achieve independence and retain it for longer.	R O Brien
18	4		161		Mar-11	An increase in the number of Assistive Technology installations for people with a learning disability and/or their carers	R O Brien

Improvement Area 19 – Ensure the workforce across the sector has relevant knowledge, skills and experience to do their job well.

Imp Area No.	Action No.	How is this to be achieved / action	Milestone Number	Milestone	Milestone End Date	Evidence Of Improvement	Lead Responsible Officer
19	1	The Competency Framework will be developed with learning plans.	162	Learning plans in place For key professional areas , using multi agency training, shadowing and coaching	Dec-10r	Improved confidence and performance of staff	C Hyams
19	2	Performance management and supervision policy will be integrated	163	The supervision policy and practices are linked to the Key Issues exchange for consistent performance management	Feb-11	Improved performance management with clarity provided to staff about accountabilities and expectations with regard to performance	C Hyams
19	3	HR Policies and their application will be reviewed (review will include trends and issues).	164	HR Policy update Issues identified and improvement plan	Nov-10	HR policy framework and practices enable managers to better manage performance	C Hyams
19	4	Managers will be trained in performance management for HR policy application	165	Training delivered.	Feb-10	Managers able to implement effective management practices	C Hyams
19	5	See Area 17 point 3	N/A		N/A		M Fowler
19	6	See Area 3 points 1 - 6 and Area 10 points 3+4	N/A		N/A		Multiple Officers.

5. Commissioning and Use of Resources

Improvement Area 20 – Robustly challenge and enable the local market to address gaps, raise standards and meet new personalisation requirements.

Imp Area No.	Action No.	How is this to be achieved / action	Milestone Number	Milestone	Milestone End Date	Evidence Of Improvement	Lead Responsible Officer
20	1	See also improvement area 17, Actions 1 + 2	N/A		N/A		Multiple Officers
20	1	Advocacy and brokerage support processes involving the voluntary and community sector will be developed.	166	A Brokerage Scheme is in place	Oct-10	Communities will become more able and confident in supporting those who most need their support and advice.	M Noone
20	1		167	Communication with voluntary and community sector advocacy support services on new personalisation requirements and role in supporting self directed assessment and self directed support	Oct-10		M Noone
20	1		168	Develop and implement approved provider list for existing brokerage support	Dec-10		M Noone
20	1		169	Review and implementation of voluntary sector contracts	Mar-11		M Noone

Imp Area No.	Action No.	How is this to be achieved / action	Milestone Number	Milestone	Milestone End Date	Evidence Of Improvement	Lead Responsible Officer
20	2	The Emergency Duty Team arrangements will be reviewed	170	Review Completed	Oct-10	The revised business model will enable the Emergency Duty Team to provide a more efficient service, and one more tailored to the needs of those who require its support.	R O Brien
20	2		171	Revised arrangements implemented.	Mar-11	The revised business model for the Emergency Duty Team will enable planning for a future service model.	R O Brien

Improvement Area 21 – Ensure joined-up and efficient use of resources across the council, health and housing services.

Imp Area No.	Action No.	How is this to be achieved / action	Milestone Number	Milestone	Milestone End Date	Evidence Of Improvement	Lead Responsible Officer
21	1	The 'Total Commissioning' model will be agreed and implemented across the public sector in Wirral.	172	The concept of "Total Commissioning," as agreed by COMT in May 2010, will be developed within services for people with learning disabilities	Sep-10	Health and Social Care services will be more closely integrated and efficiently delivered.	S Rowley
21	1		173	Gaps in person centred planning identified through reviews to inform commissioning	Dec-10		S Rowley
21	2	The Department of Adult Social Services Business Plan 2011-14 will be refreshed.	174	Department of Adult Social Services Business Plan agreed by Council	May-11	The Department will be better placed to deliver effective support services which are responsive to local needs and legislative intentions.	J Webb
21	3	The Corporate Plan 2011-14 will be refreshed.	175	Corporate Plan agreed by Council	May-11	The Council will be better placed to deliver effective support services which are responsive to local needs and legislative intentions.	J Wilkie

Imp Area No.	Action No.	How is this to be achieved / action	Milestone Number	Milestone	Milestone End Date	Evidence Of Improvement	Lead Responsible Officer
21	4	The Council will direct the use of in-house provider services. Cost efficiency will be driven within the Department and through the current 'Wirral's Future. Be a Part of it' consultation.	176	Value for money services provided following the council's consultation with the public via the Council's consultation programme - 'Wirral's Future. Be a Part of it'.	Dec-10	Services will more clearly influenced by considerations of community requirements and efficiency.	J Webb
21	5	The medium-term financial plan will be strengthened as a result of the current administration budget and resource allocation, and following feedback from the 'Wirral's Future. Be a Part of it' consultation.	177	Better value for money provided following the council's consultation with the public via Wirral's Future. Be a Part of it' consultation	Dec-10	A clearer understanding of the support the Council will deliver, and the resources it has to do it will enable more effective management.	J Webb
21	6	Robust contingency plans to manage decommissioning across the sector will be developed.	178	Following Wirral-wide consultation, if appropriate, services will be decommissioned in a safe way	Apr-11	The transformation agenda will not cause any individual or group of individuals to become further disadvantaged.	J Webb

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