

<b>Name:</b>	Adult Social Care Self-Assessment
<b>Duration:</b>	ongoing subject to annual review
<b>Relevant strategies:</b>	Various
<b>Board responsible for monitoring action plan:</b>	Adult Senior Management Team
<b>Owner:</b>	Adult Social Care Service Manager
<b>Implementation date:</b>	Apr-19
<b>Review date:</b>	Annual
<b>Frequency of monitoring/ reporting:</b>	Monthly
<b>Aims:</b>	Facilitate continuous improvement of adult social care service within a wider context and in partnership with residents and stakeholders

<b>Priority 1</b>	<b>Vision, Strategy and Leadership</b>							
<b>Specific Aim</b>	<b>Ensure clear vision and strategy for adult social care and that this is understood by all partners</b>							
<b>Implementation Lead</b>	<b>Adult Social Care Service manager</b>							
<b>Ref:</b>	<b>Action</b>	<b>Start</b>	<b>End</b>	<b>Measure of success</b>	<b>Lead Officer</b>	<b>Overarching</b>	<b>RAG rating</b>	<b>Comments</b>
<b>1.1</b>	Undertake an awareness campaign to ensure adult social care and its pathways are clearly understood by all partners including Corporation Colleagues and wider stakeholders	Jun-18	Aug-19	Awareness campaign delivered and levels of awareness raised	<b>Head of Strategy and Performance</b>	Strategy and vision	Not Started	On hold, awaiting the recruitment of a new Strategic Communications and Engagement manager. Interim appointment to be made to role.
<b>1.2</b>	Review the role and impact of any relevant governance structures (e.g. Adult Wellbeing Partnership) to align any changes in context and outcomes to be delivered	Apr-18	Dec-18	Relevant TOR reviewed and any changes to structures put in place	<b>Head of Strategy and Performance</b>	Strategy and vision	In Progress	The role of the AWP has been reviewed and a new approach agreed.
<b>1.3</b>	Ensure People's Risk Register continues to include any ASC risks as appropriate	Apr-18	ongoing	ASC risks recorded and monitored through People's Risk Register	<b>Adult Social Care Service Manager</b>	Strategy and vision	In Progress	Ongoing.

<b>Priority 2</b>	<b>Working Together</b>							
<b>Specific Aim</b>	<b>That relationships with partners and stakeholders are strong and robust</b>							
<b>Implementation Lead</b>	<b>Integration Programme Manager</b>							
<b>Ref:</b>	<b>Action</b>	<b>Start</b>	<b>End</b>	<b>Measure of success</b>	<b>Lead Officer</b>	<b>Overarching Priority</b>	<b>RAG rating</b>	<b>Comments</b>
<b>2.1</b>	Develop an approach to co-production with a range of stakeholders	Apr-18	Jan-19	Demonstrable impact of stakeholders in shaping co-production approach	<b>Head of Strategy and Performance</b>	Co-production	In Progress	Development of City and Hackney Co-production Charter. Work with Healthwatch.
<b>2.2</b>	Develop a strategic relationship with Tower Hamlets CCG and specific Tower Hamlets GPs to ensure that the needs of residents registered with Tower Hamlets GPs are met	Apr-18	Ongoing	Strategic relationship established at senior level and impact on operational relationships	<b>Integration Programme Manager</b>	Strategy and vision	In Progress	We are now having regular meetings with the Managing Director Tower Hamlets CCG and with the joint Integrated Care Director who works across the CCG and the Local Authority.

<b>Priority 3</b>	<b>Service Delivery</b>							
<b>Specific Aim</b>	<b>That the adult social care service is constantly developing and improving and that it is the very best it can be</b>							
<b>Implementation Lead</b>	<b>Adult Social Care Service Manager</b>							
<b>Ref:</b>	<b>Action</b>	<b>Start</b>	<b>End</b>	<b>Measure of success</b>	<b>Lead Officer</b>	<b>Overarching Priority</b>	<b>RAG rating</b>	<b>Comments</b>

<b>3.1</b>	Develop a process to support the forecast Adult Social Care demand as far as it is possible to do so.	Apr-18	Apr-19	Process in place to forecast demand including transitions	<b>Head of Strategy and Performance</b>	Strategy and vision	In Progress	Introduced new Mosaic Management arrangement with Clear Notion to lay the groundwork for effective forecasting. Appointed new SPA who will lead on this work on appointment (9/11)
<b>3.2</b>	Review Business Continuity Plan	Apr-18	Jan-19	Formal contingency plans in place and kept under review	<b>Senior Commissioning Manager / Adult Social Care Service Manager</b>	Strategy and vision	In Progress	This is incorporated within the existing Departmental Business Continuity plan. Currently under review with ASC input.
<b>3.3</b>	Map potential demand and develop strategic plan for provision of care hub for City of London residents	Oct-18	Apr-19	Feasibility study for care hub completed	<b>Integration Programme Manager</b>	Strategic commissioning	In Progress	Initial report completed but seeking to commission a more detailed feasibility study
<b>3.4</b>	Clarify robust pathway for step down provision to be provided by CCGs	Sep-18	Mar-19	Clarity on provision of step down through CCGs	<b>Integration Programme Manager</b>	Strategic commissioning	In Progress	Intermediate care options currently being explored with CCG
<b>3.5</b>	Develop practice standards for the service	Apr-18	Dec-18	Practice standards in place	<b>Adult Social Care Service Manager</b>	Quality Assurance	In Progress	Workshops held with operational staff alongside Performance Analyst and MOSAIC consultant. Information arising to be pulled together with professional guidance into City specific practice standards to support staff which can then be monitored via MOSAIC system.
<b>3.6</b>	Regularly review and update policies and procedures in Adult Social Care	Oct-18	Ongoing	Plan in place	<b>Adult Social Care Service Manager</b>	Quality Assurance	In Progress	More systematic review process being developed.
<b>3.7</b>	Keep Carers' budgets under review and update as appropriate (in line with renewal of FACE licence)	Jan-19	Annual	Budgets updated as appropriate	<b>Adult Social Care Service Manager</b>	Quality Assurance /Outcomes	In Progress	Added to MOSAIC development list with commissioned support from Clear Notion.
<b>3.8</b>	Review Carers' Strategy and include young carers and carers of young people	Feb-19	Dec-18	Strategy in place	<b>Head of Strategy and Performance</b>	Strategy and vision	In Progress	Project started and timeline in place.
<b>3.9</b>	Deliver Social Wellbeing Action Plan (see separate tab)	Apr-18	2020	Social Wellbeing Action Plan delivered	<b>Head of Strategy and Performance</b>	Outcomes	In Progress	Last Reviewed Jun -18. showed 9 actions complete, 19 are progressing and 5 activities have not yet started.
<b>3.10</b>	Strengthen operational relationships with Tower Hamlets CCG and Tower Hamlets GPs	Apr-18	Mar-19	Operational relationships strengthened	<b>Integration Programme Manager / Adult Social Care Service Manager</b>	Strategy and vision	In Progress	Care Navigator regularly attends MDT meetings at Spitalfields practice.
<b>3.11</b>	Review and refine ASC messaging on corporate website and related resources on FYI to consider how prevention, self-management and self-assessment could be facilitated	Aug-18	Aug-19	Resources and website updated and developed to facilitate prevention and demand management	<b>Head of Strategy and Performance</b>	Cultural change	Not Started	On hold for a new strategic communication and engagement manger to be recruited, will then be incorporated into their work plan. Currently looking at an interim appointment
<b>3.12</b>	Review and the information and advice offer	May-18	Nov-18	Information and advice offer reviewed and any actions identified	<b>Senior Commissioning Manager / Adult Social Care Service Manager</b>	Strategic commissioning	Completed	The City Advice contract has been reviewed and extended for a further 2 years. Evidence: Contract Extension Document.
<b>3.13</b>	Review approach to working with self-funders and formalise and processes around information, advice and signposting	Sep-18	Jun-19	Clear strategy in place for information, advice and support for self-funders	<b>Adult Social Care Service Manager / Senior Commissioning Manager</b>	Cultural change	In Progress	Recruitment of a placement officer in progress who will input into this.
<b>3.14</b>	Explain service pathway process to service users with FAQs that are written in plain English	Jan-19	Aug-19	Clarity for service users on customer journey	<b>Head of Strategy and Performance / Adult Social Care Service Manager</b>	Cultural change	Not Started	To be in work plan for strategic communications and engagement manager once appointed.

3.15	Produce easy read versions of leaflets and website where appropriate	Jan-19	Aug-19	Easy read version of leaflets and website produced where	Head of Strategy and Performance / Adult Social Care Service Manager	Cultural change	Not Started	To be in work plan for strategic communications and engagement manager once appointed.
3.16	Review and develop plan for capturing and using feedback from wider range of social care service users	Apr-18	Aug-18	Plan in place	Adult Social Care Service Manager	Cultural change / co-production	In Progress	New process finalised for ensuring Reablement feedback is used effectively.
		Aug-19	Ongoing	Feedback mechanisms in place and being analysed	Head of Strategy and Performance	Cultural change / co-production	In Progress	Meeting to review options. Discussions with Clear notion about the potential for Mosaic to facilitate 'co-production'.
3.17	Build broader assistive technology considerations into support planning	Jul-18	Jul-19	Broader assistive technology considerations key part of support planning	Adult Social Care Service Manager	Cultural change	In Progress	Current discussions around input into tendering process.
3.18	Review mechanism of providing support to individuals around completing financial assessments	Aug-18	May-19	Process clarified	Adult Social Care Service Manager	Cultural change	In Progress	Internal audit completed on financial assessment process and recommendations actioned. Further review of policy and procedures to take place.
3.19	Consider how staff and partners can be regularly kept up to date and trained in the Mental Capacity Act	Apr-18	ongoing	Workforce Development Plan reflects Mental Capacity Act	Workforce Development Manager	Cultural change	In Progress	Training accessible to staff and partners via CHSAB, Social Care Learning and Development Programme currently being tendered. Safeguarding Champions programme will include training on MCA Members training programme being developed to include briefing on MCA
3.20	Review Team Meeting Terms of Reference and structure to involve staff in wider range of discussions and decisions; for example, around integration and commissioning	Apr-18	Dec-18	Team Meeting Terms of Reference reviewed and strengthened	Adult Social Care Service Manager	Cultural change	In Progress	Currently happening in practice. Terms of Reference to reflect this currently in initial draft stage.
3.21	Ensure the Think Family approach strengthened in Adult Social Care	Apr-18	Ongoing	Think Family Approach strengthened within Adult Social Care	Adult Social Care Service Manager	Cultural change / Outcomes	In Progress	Plan agreed to address this across the People Directorate via the Workforce Development Group. Think Family guidance will be updated in Jan 2019 alongside the new Induction programme for staff joining City of London Corporation
3.22	Develop formal checklist for Care Navigator to use in their role when they are doing basic assessments of people they meet in hospital	Nov-19	Nov-18	Checklist in place and being used	Adult Social Care Service Manager	Outcomes	In Progress	Completed subject to review period.

Priority 4	Resource and Workforce Management							
Specific Aim	That resources, including the workforce are used in the most effective way							
Implementation Lead	Adult Social Care Service Manager							
Ref:	Action	Start	End	Measure of success	Lead Officer	Overarching Priority	RAG rating	Comments

4.1	Use the workforce development lead for the People's Directorate to develop training and development plans for adult social care	Ongoing	Ongoing	Specific needs of Adult Social Care reflected in workforce development plan	Workforce Development Manager	Cultural change	In Progress	ASC requirements have been included within the specification issued for the commissioning of the Social Care Learning and Development Programme. Specific Workforce Plans for each service area are being developed and will be utilised to evidence any gaps within the commissioned programme once mobilised, and will also evidence development pathways for social workers within the service.
4.3	Undertake succession planning to ensure local and specialist knowledge is not lost when staff leave	Nov-18	May-19	Succession plan in place	Adult Social Care Service Manager	Cultural change	Not Started	
4.4	Develop process to ensure that multi-agency partnerships are aware of changes to the team and regularly updated	Jan-19	Jul-19	Process in place	Adult Social Care Service Manager	Cultural change	Not Started	
4.5	Implementation of the Mental Health Review	Apr-18	Dec-19	Review implemented	Adult Social Care Service Manager	Quality Assurance	In Progress	03/10/18 Meeting with East London NHS Foundation Trust to discuss review findings.
4.6	Review the Adults PSW role	Apr-18	Oct-19	Review of PSW role completed	Adult Social Care Service Manager	Cultural change	In Progress	Adults service manager attending national and regional PSW Networks. Interim progress report completed.
4.7	Ensure learning from Safeguarding Adults Reviews is disseminated and embedded across the Department	Apr-18	Ongoing	Systems in place.	Adult Social Care Service Manager	Quality Assurance / Outcomes	In Progress	CHSAB SAR subgroup chaired by Assistant Director for People and attended by Adults Service Manager. Mechanism in place for learning to be reported back to CoL via senior management team for action as appropriate. Accountable to Independent Chair of CHSAB for SAR Action Plan which has been fully completed. SAR learning remains on CHSAB annual self-assessment. Written procedure in place for dissemination of learning via Commissioning team.

Priority 5	Commissioning and Market Shaping							
Specific Aim	That the best use is made of the market to meet City resident needs, that relationships with the market are strong and that commissioning is strategic and effective							
Implementation Lead	Senior Commissioning Manager							
Ref:	Action	Start	End	Measure of success	Lead Officer	Overarching Priority	RAG rating	Comments
5.3	Undertake wide market development initiative	Apr-18	ongoing	Wider potential provider market	Senior Commissioning Manager	Strategic commissioning	Completed	4 market engagements events took place for the Prevention and Early Intervention tender. This is now part of the commissioning process going forward on a continuous basis.
5.4	Record and capture learning from forums to make links to developing best practice and meaningful engagement	Apr-18	ongoing	Learning from forums captured	Senior Commissioning Manager	Strategic commissioning	In Progress	As part of the Integrated Commissioning Agenda CoL have now joined Hackney information sharing group including colleagues from the CCG. This is a commissioning group set up to share information around performance of providers in the market place led by the integrated commissioning Agenda

5.5	Develop a procedure for dealing with poor performance and providers where communities believe performance is poor	Apr-18	Oct-18	Procedure in place	Senior Commissioning Manager	Strategic commissioning	Completed	Evidence: Completed Procedure and flowchart document
5.6	Demonstrate impact of commissioning through the linking of Key Performance Indicators with the Departmental Outcomes Framework	Apr-18	ongoing	Impact demonstrated and communicated	Senior Commissioning Manager	Strategic commissioning	Completed	All new specifications are now outcome focused with clear outcome based KPIs.
5.9	Develop and implement approach for embedding co-production as key foundation in contract and service development	Apr-18	ongoing	Co-production approach embedded in all contract and service development	Head of Strategy and Performance / Senior Commissioning Manager	Strategic commissioning / co-production	In Progress	Development of City and Hackney Co-production Charter. DLT paper on co-production. Staff conference theme.
5.10	Ensure learning from Safeguarding Adults Reviews is disseminated and embedded across providers	Apr-18	ongoing	Learning from SARs is disseminated and embedded across providers	Adults Service Manager/ Senior Commissioning Manager	Quality Assurance / outcomes	Completed	Procedure agreed and in place.

Priority 6	Participation							
Specific Aim	Participation, engagement and co-production are at the heart of adult social care services							
Implementation Lead	Senior Commissioning Manager							
Ref:	Action	Start	End	Measure of success	Lead Officer	Overarching Priority	RAG rating	Comments
6.1	Develop an engagement and co-production approach across the Department.	Apr-18	Apr-19	Engagement and co-production approach embedded across Department	Head of Strategy and Performance	Co-production	In progress	Development of City and Hackney Co-production Charter. DLT paper on co-production. Staff conference theme.
6.2	Review the role of AAG in light of the development of integrated commissioning arrangements and the embedding of co-production	Apr-18	Feb-19	AAG reviewed and fits into new co-production approach	Head of Strategy and Performance	Co-production	In Progress	Currently being reviewed and AAG members being consulted.
6.3	Develop a joint health and social care local account type document in the future in co-production approach	Nov-18	Sep-19	Joint health and social care annual report in place	Head of Strategy and Performance	Co-production	Not Started	
6.4	Develop mechanism to ensure that City voices are heard within the integrated commissioning workstreams (part of co-production work)	Apr-18	ongoing	Mechanism in place and City voices heard in integrated commissioning	Integration Programme Manager	Co-production	In Progress	Reflected in new Healthwatch contract and subject to contract monitoring.

Priority 7	Improvement and Innovation Demonstrating Notable Practice							
Specific Aim	Pursue innovative practice in improving and developing adult social care services							
Implementation Lead	Integration Programme Manager							
Ref:	Action	Start	End	Measure of success	Lead Officer	Overarching Priority	RAG rating	Comments
7.1	Consider how we can best use all other internal colleagues and service delivery locations as places to capture innovation and ideas	Apr-18	Ongoing	Examples of innovative practice considered within service development	Senior Commissioning Manager / Adult Social Care Service Manager	Cultural change	In Progress	Internal colleagues involved in market engagement events, contract monitoring analysing a planning stage, tender evaluation and then monitor built into KPIs
7.2	Consider opportunities within integrated commissioning to pilot schemes	Apr-18	Ongoing	Opportunities identified and considered	Integration Programme Manager	Cultural change	In Progress	
7.3	Consider opportunities within the neighbourhood care model	Apr-18	Apr-19	Design phase considers innovative approaches	Integration Programme Manager	Cultural change	In Progress	City of London Corporation is part of the neighbourhood steering group and is undertaking City specific work, including with the GP practice to develop a bespoke operational model for the City of London

<b>Priority 8</b>	<b>Quality Assurance and Performance Management</b>							
<b>Specific Aim</b>	<b>Strong quality assurance and performance management are in place</b>							
<b>Implementation Lead</b>	<b>Head of Strategy and Performance</b>							
Ref:	Action	Start	End	Measure of success	Lead Officer	Overarching Priority	RAG rating	Comments
8.1	Develop and use a data dashboard for Adult Senior Management Team	Apr-18	Dec-18	Data digest in place and being reported to ASMT	Head of Strategy and Performance	Quality Assurance	In Progress	Draft version in use but not yet complete. This will be a priority for the new SPA from 09/11.
8.2	Develop cultural change in using data more at the frontline to identify service changes and improve services	Apr-18	Ongoing	Data used more at the frontline to identify service changes and improve services	Adult Social Care Service Manager / Senior Performance Analyst	Cultural change	In Progress	Data is being used to inform front line practice but requires further development.
8.3	Develop quality assurance framework for Adult Social Care	Jan-19	Apr-19	Quality Assurance Framework in place for Adult Social Care	Adult Social Care Service Manager	Quality Assurance	Not Started	
8.5	Develop performance framework related to practice standards to report on these	TBC	TBC	Practice standards and associated performance framework in place	Head of Strategy and Performance	Quality Assurance	Not Started	Practice standards to be completed before this can be actioned.
8.6	Ensure that all workflows and fields are completed on the electronic social care recording system to ensure that data is able to be used for reporting	Jan-18	ongoing	Adult Social Care Team completing all workflows and fields	Adult Social Care Service Manager	Cultural change	In progress	Overseen by the MOSAIC Ongoing Development Group
8.7	Prepare for reablement satisfaction survey	Apr-19	Apr-20	Processes in place to undertake reablement satisfaction survey	Adult Social Care Service Manager / Senior Performance Analyst	Co-production	Not Started	Biennial ASC and Carers Surveys being completed 2019. Planning for reablement survey to be started following this.

<b>Priority 9</b>	<b>Outcomes for People who Need Care and Support</b>							
<b>Specific Aim</b>	<b>Focus of service on individual outcomes and demonstrating how the adult social care service helps individuals meet them</b>							
<b>Implementation Lead</b>	<b>Adult Social Care Service Manager</b>							
Ref:	Action	Start	End	Measure of success	Lead Officer	Overarching Priority	RAG rating	Comments
9.1	Map KPIs against outcomes and consider how we demonstrate impact	Apr-19	Dec-19		Adult Social Care Service Manager	Outcomes	Not started	Part of system wide approach around services and demonstrating their impact on individual outcomes.
9.2	Develop monitoring and demonstration of impact of preventative work	May-18	Dec-18	Ability to demonstrate impact of service's preventative work	Senior Performance Analyst / Adult Social Care Service Manager	Cultural change	In progress	On hold as SPA role currently vacant. New SPA has been appointed to start November.
9.3	Consider and implement method for demonstrating how individual's outcomes have been met and the impact of individual budgets	Jun-18	Apr-19	Mechanism in place for demonstrating how individual's outcomes have been met	Adult Social Care Service Manager/Senior Performance Analyst	Cultural change	In progress	FACE Assessment Tools in place to assess and monitor outcomes for service users and carers. Reporting mechanisms to be developed further.