

TORBAY COUNCIL

Report No: **450/2005**

Title: **Review of Adult Social Services – Action Plan**

To: Executive on 11th October 2005

1. Purpose

- 1.1 To advise Members of the progress made in implementing the recommendations from the Review of Adult Social Services undertaken in March 2005.

2. Relationship to Corporate Priorities

- 2.1 Improving the health and wellbeing of the residents of Torbay.

3. Recommendation(s)

- 3.1 That the action taken in response to the Review of Adult Social Services be endorsed.

4. Reason for Recommendation(s)

- 4.1 To ensure that the Executive is aware of the actions being taken by Adult Services to address the issues raised in the Report of the Social Services Review Panel.

5. Key Risks associated with the Recommendation(s)

- 5.1 If the Council does not progress the recommendations in the action plan it will be difficult to continue to reduce long-term placements in residential care. Without these recommendations quality of services to users of Adult Social Services will be compromised and this could affect the Commission for Social Care Inspection (CSCI) star rating.

Likelihood	6	6	12	18	24
	5	5	10	15	20
	4	4	8	12	16
	3	3	6	9	12
	2	2	4X	6	8
	1	1	2	3	4
		1	2	3	4
		Impact			

 Low risk  Intermediate risk  High risk

The "x" in the above matrix denotes where the author has assessed the level of final risk to fall

6. Alternative Options (if any)

- 6.1 None

7. Background

- 7.1 The Report to the Overview and Scrutiny Board in March 2005 by an independent consultant made several recommendations for improving processes and financial decision making within adult social services.

- 7.2 Since the Report, there have been significant changes in the strategic management of adult social care as part of the integration with the Primary Care Trust and the move to a Care Trust which has recently been approved.
- 7.3 The integration of health and social care for the adult population of Torbay is an excellent opportunity to review the method of service provision currently provided and to deliver significant improvements in the ways of working to make services more responsive and centred around the needs of users, carers and their families. We believe that this will deliver many of the improvements recommended in the report.
- 7.4 An action plan has been prepared in response to the Report from Adult Social Services, which is set out at Appendix 1.

Paul Mears
Director of Operations, Adult Social Services

Contact Officer: Paul Mears
Telephone no. 546554

IMPLICATIONS, CONSULTATION AND OTHER INFORMATION

Part 1

These sections may have been completed by the Report author but must have been agreed by the named officers in the Legal, Finance, Human Resources, Estates and Property and Procurement.

Does the proposal have implications for the following issues? If "Yes" - give details. delete as appropriate		Name of responsible officer
Legal	No	Anne-Marie Bond
Financial – Revenue	Yes. Additional resources to fund new phone system for Union House and additional information staff.	Janet Wheeler
Financial – Capital Plan	Yes - Potential demand to finance new phone system for Union House - provision in Capital Budget unlikely.	Lynette Royce
Human resources	Yes - See above.	Geoff Williams
Property	Yes - Action plans to address the property implications of a transition to the Adult Trust have been put in place as part of the strategic project planning with due reference to established Council asset management processes.	Chris Sexton
Procurement and Efficiency	No	Robert Valentine

Part 2

The author of the report must complete these sections.

Could this proposal realistically be achieved in a manner that would more effectively: delete as appropriate		
(i)	promote environmental sustainability?	No
(ii)	reduce crime and disorder?	No
(iii)	promote good community relations?	No
(iv)	promote equality of opportunity on grounds of race, gender, disability, age, sexual orientation, religion or belief?	No
(v)	reduce (or eliminate) unlawful discrimination (including indirect discrimination)?	No

If the answer to any of the above questions is "Yes" the author must have addressed the relevant issue/s in the main report and have included a full justification and, where appropriate, an impact assessment.

Part 3

The author of the report must complete this section.

	delete as appropriate	If "Yes", give details
Does the proposal have implications for any other Business Units?	No	

Part 4

Is this proposal in accordance with (i.e. not contrary to) the Council's budget or its Policy Framework?		delete as appropriate
		Yes
1.	If "No" - give details of the nature and extent of consultation with stakeholders and the relevant overview and scrutiny body.	
2.	If "Yes" - details and outcome of consultation, if appropriate. Consultation with service users and feedback from complaints has highlighted poor customer service at Union House with clients unable to get through to staff and waiting lengthy periods as phones are engaged. Service users frequently say that they want to be able to access a single number in adult services which is able to respond quickly and efficiently to their calls.	

Part 5

Is the proposal a Key Decision?	delete as appropriate	If "Yes" - give Reference Number
	No	

Part 6

Wards

All Wards

Appendices

Appendix 1 – Action Plan in response to the Review of Adult Social Services

Documents available in Members' Room

None

Background Papers:

The following documents/files were used to compile this report:

Report OSB/5/05 March 2005