

Adult Social Care CQC Improvement Plan

DATE: 16th July 2026

Product	Progress Update	Status	Delivery Date
Commissioning			
Develop a joined up Housing Needs Assessment Review and develop a new supported living framework.	All-age Housing Needs Assessment has been developed for consideration by Cabinet in April (Now Agreed). Monthly cross-directorate meeting in place to support delivery against the assessment and ensure join up between capital and commissioning projects. HNA document will underpin future housing related projects. A cost benefit process has been developed to support capital projects for people drawing on social care in order to prioritise best use of Council resources and prudential borrowing - first use will be at Cabinet in July.	On Track	Cabinet 21st July 2026
Improve provision for people with complex MH, LD and dual diagnosis through modernised frameworks.			
Review and re-procure day opportunities.	Day opportunities to be considered as part of the ASC transformation plan and reviews of current packages of care. Likely to be a project for recommissioning following S75 transfer.	On Track	Commissioning approach to be determined by end July 2026 following agency reviews of POC
Develop sustainable replacement care offers, community and bed based	Home care added to LWAH contract from January. Procurement of residential offer unsuccessful due to lack of suitable bidders and being revisited as part of a wider review of replacement for both older and working-age adults.	On Track	New options for residential replacement care to COG by end September 2026
Develop new care home specification and fee framework	Care Cubed demonstration taken place with commissioners (including children's representatives) in April 2026. Revised business case for Adults and Childrens services being developed for consideration by commissioners. Awaiting a proposal from the provider for consideration. commissioners and the market team. CMS project ongoing. Use of 1:1 in care homes data analysis complete and being reviewed at April Commissioning Oversight Group (COG) - next step is market engagement with the homes with high usage of 1:1 to explore drivers.	On Track	Care Cubed business case for AS/CS to COG in September and potential go-live by brokers in April 2027. CMS go-live September 2026
Commission LGA to undertake review of the carers offer. Develop new specification for carers services. Undertake needs assessment for unpaid carers.	Recommendations to be taken forward as part of carers strategy action plan. Commissioning spec for carers to be developed by August 2026, to take into account impact of S75 position.	On track	01 August 2026
Advice & Information			
Develop Inclusive Advice & Information Strategy and delivery plan for ASC, including advice and information on DFG's	Improved access to advice, information and self-help for ASC	Not Due	01 March 2027
Joined up access to Adult Social Care bringing together community and voluntary sector, housing and adult social care. Consistent offer across all channels.	Scoping session to be developed as part of Transformation Programme. Requirements for Adult Social Care will be developed to inform Council wide work.	On Track	01 March 2027
Support Structures/Business Processes			
Develop reporting framework for Finance.	Monthly monitoring reports discussed at the Joint Finance Meeting held between the Trust and Council Finance teams every other week. Reports then get taken to the monthly S75 meeting to be discussed and approved.	On Track	1st April 2027

	As Adult Social Care transitions to direct Council delivery, the reporting framework for financial information will be reviewed and revised to ensure it reflects new governance arrangements, reporting requirements and lines of accountability.		
Develop supervision audit framework	Supervision audit underway, by Audit assure. Findings to be reviewed by PSW and Assurance team. There will then be a programme of work to review draft policy, co-produce and embed policy to support supervision.	On Track	31 August 2026
Improve cross partnership working between Community Safety Partnership, Torbay & Devon Safeguarding Adults Partnership & Torbay Childrens Safeguarding Partnership through development of shared priority plans.	This is identified as a strategic priority within TDSAP Business Plan 25-28. Reported into TDSAP and ODG. TDSAP chair has regular planned meetings with Chairs of Children's Partnerships. TC are full members of TDSAP. LGA Peer Review planned in September for Community Safety Partnership to ensure strategic alignment.	On track	01 December 2026
Develop and deliver annual workforce development plan, based on findings from case audit, people's feedback and new policy directives.	The overarching workforce strategy has been drafted and circulated to teams for feedback. The recently appointed interim PSW, who joined last week, has been tasked with finalising both the strategy and the in-year plan as part of their objectives, and will be leading on this work going forward.	On Track	01 March 2027
Operations & Practice			
Develop new operating model with focus on (WAA) working age adults.	The initial case for change is now around 80% complete. Progress has been impacted by capacity constraints across several roles, resulting in some delays. However, the project group has been formed and is actively addressing these capacity challenges as part of ongoing work.	On track	01 March 2027
Implement new practice model.	Practice model remains ongoing and marginal improvements to date. This will significantly improve with the new case management system implemented in the autumn New CMS Training strategy written and dates programmed in over the summer. Implementation date remains the 01/09/26.	On Track	01 March 2027
Co-Production & Engagement			
Establish a shared vision and clear ambition for co-production Develop a recognition and reward policy. Grow lived experience networks.	Developed guidance and policy for Co-production for staff, awaiting ratification. Working with key partners to consider ways to engage with our population to support co production around key projects. Workplan to be created to start embedding lived experience. New model for Torbay Voices with "you said, we did" feedback processes has been put in place, more work to do around co-design and lived experience feedback for ASC.	On Track	31st August 2026
Develop a structured repository of people's stories to enhance evidencing within the CQC framework.	We have begun collating lived experience feedback. Torbay Voices has now been fully mapped for the year, which will further strengthen this repository. In parallel, we will be looking to establish additional opportunities to gather feedback.	On Track	31 December 2026
Actions Addressed in Alternate Plans/Reports			

Implement the new Case Management System	This work is reported through Transformation Board	On Track	01 September 2026
Build closer links between TSAB and children's board for transitions. Address variability in transitions, ensuring consistent pathways. Promoting independence, wellbeing, employment skills, community life and relationships for young people entering adulthood.	This work is part of SLAIP	On Track	01 January 2027

Completed Actions			
Product	Progress Update		Completion Date
Develop Health and Wellbeing strategy which ensures the continued ephasis on neighbourhood health, wellbeing and family hubs, thus strengthening wider prevention pathways.	This action is already in progress with Public Health	Complete	25 March 2026