

Adult Social Care CQC Improvement Plan

DATE: 25th March 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. 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.	On Track	Cabinet 14th April 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	Not Due	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	On Track	New options for residential replacement care to COG by end June 2026
Develop new care home specification and fee framework	Care Cubed demonstration booked for April with 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).	On Track	Care Cubed demonstration 9th April. CMS go-live September 2026
Develop Equality checklist for use on all new commissioning plans, policies and procedures.	Template for commissioning projects to be developed and embedded to include prompts related to EIA's and co-production. To be routinely used to support discussions and papers presented at Commissioning Oversight Group (COG)	On Track	31 May 2026
Commission LGA to undertake review of the carers offer. Develop new specification for carers services. Undertake needs assessment for unpaid carers.	Procured via the LGA. Review complete and recommendations to be taken forward as part of carers strategy action plan. Commissioning spec for carers to be developed by August 2026.	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.	On Track	01 March 2027
Support Structures/Business Processes			
Deliver annual ASC EDI Actions and evaluate impact.	Action Plan for ASC being reviewed. Linked in to wider council ED&I Lead	On Track	31 May 2026
Develop reporting framework for Quality.	Templates being built for testing through April	On Track	30 April 2026
Develop reporting framework for Finance.	Templates being built for testing through April	On Track	30 April 2026

Develop reporting framework for Performance.	Templates being built for testing through April	On Track	30 April 2026
Develop supervision audit framework	Awaiting arrival of interim PSW. Initial scope underway	On Track	30 June 2026
Develop case audit framework		On Track	30 June 2026
Develop and finalise Assurance architecture to monitor performance, quality & sustainability.	Monthly Assurance Board in place. Escalation report forms part of Sc75 Partnership meeting. Headline variance reporting to Leader and Council CEO through ASC Quartet arrangements. Escalation framework in development including recovery plan requirements. Additional funding provided by Council to address COM DoLs backlog approved.	On Track	Mar-27
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.	On track	01 June 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 review ongoing, this will focus on strength-based support for people using the three-conversation model. Additional activity to ensure that support plans are provided to people who draw on care and support as standard practice. New CMS will support greater efficiency in recording personal care support plan. This work is part of the CMS workstream. Training dates for staff have been booked.	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.	Published guidance and policy for Co-production for staff Work with key partners to consider ways to engage with our population to support co production around key projects. Learning from the co production work around Autism & LD. 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	31 May 2026
Develop a structured repository of people's stories to enhance evidencing within the CQC framework.	In the process of writing proposal for engagement activity setting out who we are looking to engage, how will do this and a timetable for when. Templates to be created for feedback collation and linking with comms around consent required.	On Track	30 June 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