

Adult Social Care CQC Improvement Plan

DATE: 16th July 2026

Product	Progress Update	Status	Delivery Date
Commissioning			
Review and re-procure day opportunities.	Day opportunities being 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 spring 2027 following agency reviews of POC
Develop sustainable replacement care offers, community and bed based	Reablement and replacement 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. Challenges with access to needs data following LAS implementation are impacting the development of the business case.	Delayed	New options for residential replacement care to COG by end December 2026
Develop new care home specification and fee framework	Care Cubed business case developed and approved by DASS and DCS for use in children and adults services to support benchmarking and market negotiation. Plan to go-live following ASC transfer. Use of 1:1 in care homes data analysis refreshed following LAS transfer and high-use providers contacted for focused meetings.	On Track	Care Cubed potential go-live by brokers in April 2027. CMS/LAS go-live September 2026
Advice & Information			
Develop Inclusive Advice & Information Strategy and delivery plan for ASC, including advice and information on DFG's	We are redesigning Adult Social Care webpages to improve navigation, while expanding Easy Read, translated and accessible content, supported by enhanced digital accessibility tools including screen reader compatibility, contrast adjustment and dyslexia-friendly fonts.	On Track	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.	<p>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 Assurance Board to be discussed and approved.</p> <p>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. The DLT finance and performance meeting has been established and is providing wider visibility of the current position.</p> <p>The implementation of the new Adult Social Care case management system has required the redevelopment of reporting, datasets and business intelligence products from the ground up. Following go-live, priority has been given to establishing the core operational, performance and financial reports required to support service delivery, governance and decision-making. These reports are now in place and being used routinely.</p> <p>As expected with a major system implementation, further work is required to rebuild and enhance the wider reporting suite available under the previous system. Activity is ongoing to cleanse and expand datasets, improve data quality, strengthen analytical capabilities and develop additional reports to restore and improve upon previous reporting functionality.</p> <p>This work forms part of the planned post-implementation development of the system and will ensure a comprehensive suite of performance, operational and financial reporting is available to support Adult Social Care services and the transition back to direct Council delivery</p>	On Track	1st April 2027
Develop supervision audit framework	The independent supervision audit has now been completed. The findings have been reviewed by the Principal Social Worker (PSW), and an audit action plan has been drafted. This is was agreed at DLT 13 October 2026. Following approval, a programme of work will be undertaken to implement the identified actions, strengthen delivery of the existing policy, review the current TSDFt supervision policy, and design and co-produce a new supervision policy to support practice from April 2027 following the Section 75 transition	On Track	30 March 2027
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	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	On Track	01 March 2027

from case audit, people's feedback and new policy directives.	strategy and the in-year plan as part of their objectives, and will be leading on this work going forward.		
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 (see lines 22 and 23 for practice framework and standards). The new case management system was successfully introduced on 1 September 2026 and supports a more structured, strengths-based approach to assessment and support planning, including a new My Situation form for parts one and two of the three conversation's model. A comprehensive CMS training programme was delivered over the summer and extended into September, with positive staff feedback. Additional training for managers and practitioners on the Three Conversations Model and strengths-based practice is planned throughout the autumn and winter to support ongoing embedding and consistency of practice.	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.	A co-production policy has been developed to support a consistent approach to involving people with lived experience in service development and decision-making. Whilst wider implementation has been delayed due to competing service pressures, co-production has been incorporated into service, policy and procedure redesign processes to ensure engagement and involvement are considered as part of any proposed changes. Torbay Voices is aiding us to expand our lived experience networks, and we are actively seeking volunteers from local communities to support future co-production and engagement activity. Further work is planned to embed co-production more consistently across services as capacity allows.	On Track	01 March 2027
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