

Annual Review Meeting Letter 2005 - Action Plan

<u>CSCI Findings</u>	<u>Action</u>	<u>Person Responsible</u>	<u>By When</u>
<ul style="list-style-type: none"> ○ Good Improvements in the level of reimbursable days in early 2005/06, although there was a steady increase over the year 2004/05. During the peak months of November-December 2004, Haringey recorded the highest delays in London. Although this is an area for continued focus, improvements in the early part of this year are welcome. 	<p>Further development of our in house 24/7 Home Care Service and Business Process Reengineering will lead to an expanded more efficient service for people with high level and complex needs. This will improve our capacity to facilitate efficient hospital discharge. Other initiatives in place to improve the situation are Intermediate Care (Broadwater/ Cranwood), Supported Housing and Integrated Care for people 55 years and over.</p>	<p>Eva Darlow- Home Care Len Weir- Supported Housing Tom Brown- Int. Care Sue Southgate- ICT</p>	<p>June 2006</p>
<ul style="list-style-type: none"> ○ Good understanding of challenges, in relation to rising needs, though need to meet more complex needs and focus on delivering more flexible and tailored care packages allowing users to make choices. This will require the Council to continue to develop its commissioning arrangements and in particular, the emphasis on joint commissioning; and ○ The Council should continue addressing areas identified in the Inspection of Social Care Services for Older People 2004 in line with the Council's action plan. 	<p>The Directorate is currently reviewing its commissioning function across client groups. The Council's corporate performance team is working with the Directorate in this matter.</p> <p>Actions integrated in Older People's business plan 2006/07.</p>	<p>DMT/Corporate Performance</p> <p>Mary Hennigan</p>	<p>December</p> <p>2006/07</p>
<ul style="list-style-type: none"> ○ There was a slight fall in numbers of people with learning disabilities helped to live at home, which continued to remain at an adequate level of performance. However, this is below the level of similar authorities and should continue as an area for continued attention; 	<p>See above re commissioning arrangements. The strategy for people with learning disabilities is being delivered and targets are being monitored on a monthly basis.</p>	<p>Gary Jefferson</p>	<p>During 2006/07</p>

<ul style="list-style-type: none"> ○ There has been a decrease in the number of clients receiving a review. The levels of performance are below that of similar authorities. ○ There has been a fall in the number of people receiving a statement of needs and how they will be met. This is below comparator group performance; ○ Assessments and care plans should be routinely signed by and given to users. ○ The delivery of items of equipment and adaptations within timescales has fallen, to an adequate level of performance. The Council acknowledge that this is an area for improvement and have taken positive steps to make improvements. ○ The time that people wait for assessments has improved but it continues to be an area for improvement. 	<p>Additional resources. Performance improved.</p> <p>Performance improved.</p> <p>Performance improved.</p> <p>£320k investment (End-to-End Project)</p> <p>Initiatives in place to improve performance.</p>	<p>Mary Hennigan/ Ruth Bayard</p> <p>Mary Hennigan/ Ruth Bayard</p> <p>Mary Hennigan/ Ruth Bayard</p> <p>Ruth Bayard</p> <p>Mary Hennigan/ Ruth Bayard</p>	<p>May 2006</p> <p>Done</p> <p>May 2006</p> <p>April 2006</p> <p>May 2006</p>
<ul style="list-style-type: none"> ○ The recruitment and retention of suitably experienced and qualified staff continues to be a challenge. This is a problem across social care generally, and in London in particular. Haringey has responded well to the challenge, and in fact, staff turnover is significantly below the level of similar authorities; Similarly, the vacancy rate is falling and is below the level found in similar authorities. ○ The Council's progress is acknowledged but continued attention on workforce development is important particularly in the light of future challenges. ○ Practice learning has also increased but again is significantly below the levels of similar authorities 	<p>The Directorate is undertaking a major project to improve ongoing recruitment of staff and to reduce spend on agency staff.</p> <p>There is continued attention to workforce development</p> <p>Recent benchmarking shows that in 2005/06 Haringey is at the same level as comparator activities.</p>	<p>Helen Constantine</p> <p>Gillian Lacey/ DMT</p> <p>-</p>	<p>May 2006</p> <p>2006/07</p> <p>None</p>