

Peer Review Action Plan 2016

Resources

Review feedback	Actions	Target dates	Progress
Be 'braver' (with providers) in partnership, to address the challenges.	Put on agenda for future forum date to explore in more detail	Sep-16	A Multi sector provider forum was held in September 2016 to further explore a partnership approach to the challenges of the social care sector locally. Discussions included ongoing engagement through the forums, ensuring providers are engaged early on in order to contribute to the development of more efficient ways of working and ensuring positive links with locality staff are maintained. This is being taken forward both through the setting of ongoing market specific and multi-sector forums, and involvement of providers in a number of projects including the Sector Growth Plan and scoping of alternatives to provider managed accounts.
Review of the website offer in line with the Adult Social Care strategy. Consider accessibility, content and ability to promote independence	Review of Adult social care web pages	Mar-17	A lead for Information and advice in relation to the Early Help and Prevention Review has been identified and a workshop has been undertaken to map current and activity and develop a future model for information and advice. This includes a review of our online offer. In addition improvements to the Adult Social Care web pages are underway and google analytics are providing extremely useful insight to support ongoing improvement. The Customer Portal is being developed to include eligibility calculators and will support a self-serve approach.
Pathways through the CSC and onwards are appropriate, that thresholds are consistent and that there is the right skill mix within the team.	Integrated points of access programme being developed and councils digital strategy development	Summer 2017	The outcome of the CSC review expected during October. The outcomes of the review will inform the skill mix required to promote decision making at an earlier stage - in line with the ASC strategy and will also ensure alignment with the councils Digital offer.
In terms of workforce capacity, ensure the appropriate skill mix and business support exists to ensure timely completion of assessments, reviews and safeguarding enquiries.	Undertake and implement restructure to ensure appropriate workforce and capacity in place.	Jan - Apr 2017	Engagement is currently being undertaken with staff across Adult Social Care relating to the proposed restructure with implementation planned in the first half of 2017.
Workforce strategy to provide assurance that skills and and resources can meet future demands	Demand modelling project to consider workforce requirements and feed in relevant information to Workforce Lead.	Apr-17	A Health and Social Care Sector Growth Plan (SGP) for Leicester, Leicestershire and Rutland (LLR) is due for completion in December 2016 that will quantify the importance of the sector to the local economy, identify the investment needed to develop and transform it and identify the future skills and labour market needs. Ongoing demand modeling work is being undertaken in collaboration with the Data and Business Intelligence team, and the University of Leicester.

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Fully embed the Adult Social Care strategy within the workforce,	Review Comms plan to ensure ongoing reinforcement of the principles of the strategy across staff groups. Provider engagement incl Multi-sector provider forums to reinforce key messages from strategy.	July/ Aug 2016	As part of the strategy communication plan we have been working with providers and VCS organisations to ensure that principles of the strategy are reinforced. This has been undertaken through market specific engagement and Multi-sector provider forums. A bi-monthly staff bulletin has been developed in order to reinforce the principles of the strategy with departmental staff.
with partners	Ensure principles of the strategy are embedded with partners, through Better Care Together, the Unified Prevention Board etc. Ensure ASC strategy embedded in STP and integrated working, incl development of new models of care.	Ongoing - Review March 17	Further work is being undertaken through the Unified Prevention Board to develop a partnership social prescribing model, with First Contact plus at the heart of this. Preventative services commissioned by a number of partners represented at the Board, including health and district councils, are working to align their preventative offer to the new model.
users and carers.	Ensure information and advice provided to service users and carers reflect and reinforce the principles of the strategy	Ongoing - Review March 17	All consultations being undertaken reinforce the key message outlined within the Adult Social Care strategy. This has recently included Help to Live at Home the Older Persons Accommodation Strategy and Community Life Choices.
Implement the strategy with appropriate levels of co-production and customer engagement.	All workstreams to evidence how customer engagement/ co-production has informed strategy implementation.	Ongoing - Review March 17	A dedicated Co-production Officer is now part of the Planning and Commissioning Team. A Quarterly Co-production group has been established, and guidance for staff to support the involvement of service users and carers is underway. Examples of customer involvement include: re-shaping of mental health services, review of Extra care provision and involvement in staff recruitment.
The Whole Life Disability approach will help to enhance the offer of the County Council and partners, and recognise the importance of making faster progress in this area.	Undertake engagement Develop draft WLD strategy Review of transitions processes. Development of WAA pathways	Dec-16	The 5 year strategy is currently in draft format and engagement is being undertaken to both inform the strategy and resulting delivery plan. In addition an external consultant has been tasked with reviewing work undertaken so far to ensure a robust and comprehensive approach to delivering improvements is undertaken.

Integration

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Articulate what the 'asks' are and what the 'offers' are in future integrated arrangements. Define the criteria to be used to identify future priorities for joint or integrated commissioning within Leicestershire.	Ensure the role of Adult Social Care and the Local Authority is clearly embedded in the Sustainability and Transformation Plan. Further develop integration plans for health and social care by 2017	Apr-17	An integrated Project Board has been set up to oversee the development of a joint approach to fee setting for Residential and Nursing Care across Leicestershire and Rutland. A workshop has been undertaken to clarify scope, governance, and timescales for the project. Key learning points from the Help to Live at Home Project have been considered to inform the planning of the project.

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Further shaping and developing of the market towards a more personalised approach including prioritisation with particular groups, for example transforming care for people with learning difficulties, mental health and dementia and including the development of Personal Health Budgets	Further develop integrated commissioning arrangements including agreement of a joint outcomes framework and priority areas for out of hospital commissioning.	Apr-17	Significant progress has been made in relation to integrated approaches to hospital discharge - a pilot in-reach service is due to start November 2016 and run to April 2017 as the first stage of supporting and enhancing the pathways for hospital discharge and step up services that seek to reduce avoidable hospital admissions.
	Re-commissioning of both our Community Life Choices and Supported Living frameworks,	Q4 2016 (CLC) Q1 2017(SL)	The re-procurement of the Community Life Choices framework is now concluded and will be in place from January 2017. The procurement of the Supported Living framework will commence in late October and be in place from April 2017. Both frameworks have been designed to support delivery of the Adult Social Care Strategy through delivering a progressive approach to support and enabling the department to develop a strategic relationship with providers.
	A Learning Disability Market Position Statement currently being developed that highlights the gaps in provision and future service needs and will be ready by Autumn 2016 along with a planned Stakeholder event to publicise. Further modelling and analysis on the LLR Transforming Care financial plans for the future	Oct-16	The Learning Disability Market Position Statement (MPS) is due to be ready for publication in late Autumn 2016. The MPS highlights gaps in provision, future service needs and how this ties in with local commissioning plans around Community Life Choices and Supported Living currently being undertaken and a stakeholder event will be held to publicise this. Modelling of financial plans relating to Transforming Care is continuing and a report will be developed in readiness for the Autumn planning cycle for 2017/18.
The objectives and ambition for operational integration across the Better Together Partnership to be clarified - Including identifying a common approach to the care and treatment of people who are at risk of requiring hospital treatment, residential or nursing care or a higher level of health and social care service (In terms of multi-disciplinary working in primary care across Clinical Commissioning Group areas in Leicestershire) and for “trusted assessor” arrangements.	Develop and agree proposals for new models of care across the county and further develop the Lightbulb programme and integrated community services.	Oct-17	The Business case for Lightbulb has been completed and reviews of a number of related service reviews have been undertaken. District and Adult Social Care Locality offers in relation to housing support are being aligned with a view to being operational from April 2017, dependent on sign off of the Business Case. One of the key areas of focus highlighted through the recent Commissioning Academy involving sector leaders, is the scoping and design of multi-agency Community hubs. This is being undertaken alongside partners including ccg's and other key health partners. The department is also exploring opportunities for use of direct payment cards with the Children and Family services and the local CCG's.

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<p>Gain assurance of the transition to the new Help to Live at Home contracts regarding capacity and quality - review the risks associated with the implementation of Help to Live at Home.</p>	<p>Gateway reviews planned with ongoing refresh of programme risks and review of mitigating actions.</p> <p>A programme of engagement for new providers is underway. This includes a transitions briefing session with the Managing Directors of the successful HTLAH providers.</p> <p>Ongoing review of inter-dependencies across the programme - back office integration, operational dependencies</p>	<p>Oct-16</p>	<p>The Programme Board is undertaking an ongoing assessment of readiness to transfer to the new model, and look to ensure that the required work is on track to enable the new service to be in place on time.</p> <p>Providers are submitting weekly mobilisation plan updates. Progress is reported to the HTLAH Delivery Steering Group.</p> <p>Regular updates are being sent to providers to ensure data on the transitioning cohort remains current. This is to provide assurance that all service users have been picked up.</p> <p>Four customer information events were held in Sept/Oct 2016. These provided an opportunity for service users to meet their new provider.</p>