

CQC theme(s)	Improvement Area	Actions	Lead(s) & (Governance)	Due Date	Progress Rating	Progress and comments
Working with People	Access to Information, Advice, and Support	<p><b>Access to Information, Advice, and Support</b>                      Website: Review and simplify layout and content, develop information videos                      Printed Information Pack</p> <p><b>NEW SD 25/09/24 - Review public facing documentation and update and review the website</b></p>	Steve Pugh (ASC front door project board / Demand Management)	Mar-25	Green	<p>Website: A series of videos were launched across aspects relating to paying for adult social care. A new dedicated top-ups page on website with new affordability checker launched. Information pack produced so that workers have hard copy materials to leave with people. This includes Adult Social Care Finance factsheets that have been simplified and rebranded in line with the wider Information packs. An on-line version of the factsheets have also been produced.</p> <p>Service directory: Automation functionality to auto remind organisations review their entries and remove records from those organisations that do not update or respond to a request to update is complete. Organisations with a current entry are being advised by letter, phone call or email of the changes and asked to review their data.</p>
Working with People	Front Door Review	<p><b>CSC Review</b>                      CSC operating model review</p>	Steve Pugh / David Stanton (ASC front door project board / Demand Management)	Dec-24	Green	<p>Allocated worker look up tool live on website with options for LAS/NHS number search. Feature has been promoted with Primary Care in LLR. A text option to inform people of their worker has been tested and is also ready to go live on 30th Sept. Performance consistently good on acceptance rates (75% +), tray volumes and queue times between 7-10 mins). Focus on identification of calls that are unnecessarily double handled with Home First and Safeguarding teams to ensure best caller routing.</p>
Working with People	Person-centred Approach	<p><b>Rollout of 3 Conversations approach</b>                      Approach, processes and new assessment</p>	Paul Williams (3Cs)	Jan-25	Green	<p>3 Conversations Pilot: Analysis complete and wider rollout commencing across care pathway. Phase 1 of 6: 100% complete with full roll out completed 2nd September 2024. Phase 2 80% complete started roll out to team 30th September. Phase 3 is at 15% with meeting booked with SSM, TM/TL's. Phase 4 at 5% with email inviting HoS, SSM,TM/TL's to meeting to discuss.</p>
Working with People	Person-centred Approach Practice	<p><b>Carers Assessments</b>                      Ensure carers assessment are offered to all carers identified through assessments as routine</p>	Lead Practitioners/HoS	Mar-25	Amber	NEW
Working with People Ensuring Safety Leadership	Finance Pathway Improvement programme	<p><b>Finance Pathway Improvement programme</b>                      Performance and process improvement                      Digitisation of the pathway                      Client billing improvements.</p>	Neil Parry Liam Mawhinney (FPIP Board)	Mar-25	Amber	<p>New management team is working well. Relationships with FinOps are really positive now and the focus is to improve working with Care Pathway and introduce TOM. Backlog work continues now that backdated invoices have been issued. Whilst this has led to some complaints and write-offs, there is evidence that we are now collecting income that has previously been missed. Changes to LAS and processes are progressing to help ensure issues identified in the backlog work are not repeated going forward. 2 workshops held with ASCF staff to progress development of modular, on-line, training about finance for all staff. New web page for top-ups and staff training on the revised steps is underway. Practice guidance for staff rewritten. Videos for the public launched. Paper produced for DMT on Nat West solution for Appointeeship. Decision October.</p>

ASC Improvement Plan 2024-25

Updated: 14 October 2024

CQC theme(s)	Improvement Area	Actions	Lead(s) & (Governance)	Due Date	Progress Rating	Progress and comments
Working with People, Providing Support	Transforming Commissioning Programme	<b>Transforming Commissioning Programme</b> Direct Payments (PA) Nursing Care Beds Extra Care provision	Kate Revell Scott Gunn <b>(TComm Board)</b>	Mar-25	Amber	<b>Direct Payments &amp; PAs:</b> Revised DP Factsheets published, DP Agreements approved. DP Team structure agreed. DP processes, guidance and intranet pages updated. On-line PA Noticeboard procured, implementation underway. <b>Nursing Care:</b> New Fee structure and Nursing Band implemented, banded placements are increasing. Focus on market development for LCC controlled beds. <b>Extra Care:</b> Modified Extra Care model in place, work on-going to increase referrals through comms with Care Pathway staff. Mitigations in development to support placement of higher risk/complex individuals. Work is ongoing via SCIP to increase overall capacity.
Working with People Ensuring Safety Leadership	Engagement and Co-production	<b>Engagement and Co-production</b> Engagement Panel Regional Coproduction improvement activity Shared Lives Pathway to Adulthood project End of Life services Service Development (Melton & Charnwood) Understanding diversity learning materials Exploring options for a virtual engagement panel and forming focus groups to broaden engagement.	Christine Collingwood, Jane Simpson	Mar-25	Green	<b>Engagement panel:</b> now has 28 members, with meetings co-chaired by a Panel member. Future recruitment will focus on people from under-represented groups. First Podcast recorded (introduction to A&C Engagement Panel). Material for second podcast to be decided. First edition of newsletter co-produced and circulated July 2024. <b>Regional Coproduction improvement activity:</b> Members participated in regional co-production workshops to share their experiences and look at ways that co-production can be improved across the region. Summary report has been produced and shared with participants, follow up workshop to discuss findings planned for Sept/Oct. <b>Understanding diversity learning materials:</b> Panel members have joined home care providers and LCC staff to co-produce learning materials for people to understand diversity and how this applies to them as individuals and organisations. Work has started to produce a tool-kit. <b>Pathway to Adulthood project:</b> Early engagement has started, individuals will be invited to face to face engagement activities once project objectives have been confirmed. <b>End of Life services:</b> discussions have taken place about involving the panel in work being carried out to look at End of Life care, (H&WBB & ICB). <b>Service Development Day (Melton &amp; Charnwood Locality):</b> Panel members attended to help shape the way teams develop and deliver services. Overall members felt staff listened to their experiences and took on board their feedback. This exercise was used as an example of good practice at recent co-production training for Strategic Service Managers and Heads of Services. Work has started to explore developing discreet groups beyond the panel to engage on specific topics. This will further widen our engagement audience and help to ensure we are talking directly with hard to reach groups.
Leadership	Internal Communication	<b>Internal Communication</b> Staff briefings DMT Newsletter Enhance visibility of senior leadership Development of staff comms and social media strategies and plans	Sally Brightly (Comms)	Mar-25	Green	<b>Staff briefings</b> – well attended by staff, recorded and published on the A&C intranet <b>A&amp;C staff newsletter</b> – first edition distributed at the beginning of July (497 views). Next edition due early September, with new areas of focus being added based on staff feedback – wellbeing and career development. <b>Senior leaders meet with managers and staff</b> – Three DMT roadshows held in May, attended by over 150 staff. The roadshows were a great success, sparking numerous insightful and important discussions. The feedback was overwhelmingly positive, with an average usefulness score of 7.8 out of 10. <b>Development of staff comms and social media strategies and plans</b> – Continuing work around A&C social media strategy. Encouraging wider staff use of Adults and Communities Network Viva Engage group to share updates, good news and information with colleagues across the department.

ASC Improvement Plan 2024-25

Updated: 14 October 2024

CQC theme(s)	Improvement Area	Actions	Lead(s) & (Governance)	Due Date	Progress Rating	Progress and comments
Working with People, Ensuring Safety, Leadership	Learning and Development	<p><b>Learning and Development</b>                      Encourage managers and staff across the Care Pathway to complete mandatory, statutory and role specific training modules.                      Embed Performance reporting tools and process to monitor training completion                      Management reporting</p>	Prisca Odunmbaku, Madeleine McNeil	Mar-25	Green	Care Pathway Managers Training toolkit launched May 2023 to support and monitor completion of mandatory and work related training. Corporate mandatory training rates increased to 81% in January 2024 MCA training approach improved completion rates, CPD sessions covered topics identified as an unmet need. Departmental training completion dashboards launched July 2024 to support managers to monitor their teams training. Paper to DMT 4th Sept, recommending additional actions to improve training completion
Working with People	Mental Health	<p><b>Improving Mental Health Outcomes</b>                      Working with Partners in the Mental Health Collaborative, and to ensure MHWRs are fully utilised to improve independence and wellbeing of people in contact with Mental Health services</p>	Susan Callis, Ben Smith	Mar-25	Green	Funding agreed by ICB and approved by Leicestershire Mental Health Group to embed process across the County with support from Engagement Panel, LPT Lived Experience and MIND Mental Health Collaborative in June agreed that specific work around breast cancer in SMI will be the initial workstream in addressing health inequalities. Joint Section 117 policies and procedures has been finalised and is now been taken through governance routes across all agencies. The new Section 117 assessment and statement of needs is in the process of being tested. 3 C's Neighbourhood sites now in 8 locations with monthly making it happen groups. Approval being sought to extend the programme for a further 12 months. Sites are highlighted in District Health and Well-being plans
Working with People	Waiting well	<p><b>Waiting well</b>                      Implement recommendations from the IMPACT demonstrator                      Revise Waits policy and Guidance                      Implement Standard Communications for people who may wait for assessment</p>	Mandy Ewart	Dec-24	Green	IMPACT results published. Actions being taken internally to amend current Waits policy and practice, incorporating the findings
Providing Support	Partnership-working and Joint-commissioning; CHC and FNC Determinations	<p><b>Partnership-working and Joint-commissioning; CHC and FNC Determinations</b>                      Improve access to CHC funding for residents. To include dispute resolution, CHC training offer, Disputes Policy to include joint-funded cases.                      Explore and address low rates of FNC determinations</p>	Santokh Dulai/Katy Griffith	Dec-24	Green	ICB have set up the LLR Adult Priorities Group to address the issues raised re CHC (including fast track and joint funding), FNC and Shared Care. Work is underway and the group meets fortnightly. Meanwhile, NHSE data shows that awards of CHC are within range but we remain an outlier with very low uptake of fast track. Accommodation review team continue to look at SNAs and LAAFS for people in Rescare to see if FNC would be appropriate.
Ensuring Safety	Safeguarding	<p><b>Safeguarding</b>                      Embed the MSP principles in practice via Safeguarding Training                      Embed Organisational Safeguarding notification                      Strengthen assurance around timeliness of safeguarding enquiry closure                      Embed Safeguarding questions into Practice Development Cycles                      NEW SD 25/09/24</p> <ul style="list-style-type: none"> <li>•Improve feedback loop from people experiencing safeguarding interventions</li> <li>•Improve our Threshold decision making with regards time frames/KPI</li> <li>•Review safeguarding pathway for effectiveness</li> <li>•Improve compliance with safeguarding training</li> </ul>	Prisca Odunmbaku (Safeguarding Governance Group)	Mar-25	Amber	Actions are in the Safeguarding Governance Group Action plan 2023/24, and are being monitored by the group. MSP - data to end of Dec shows increase in people being asked to express their desired outcomes and people who achieve their outcomes (Dec 80%). CSC are improving categorisation of incoming referrals. Ensuring staff follow correct process to open S42 enquiries for all referrals meeting the safeguarding thresholds. Performance data for locality teams safeguarding enquiries has been added to TOM reporting pack for improved performance monitoring.
Providing Support Ensuring Safety	Pathway to Adulthood	<p><b>Preparing for Adulthood Project (Corporate)</b>                      Corporate review of the Pathway to Adulthood to improve young people's transition to Adult Services, ensure good outcomes and best value for the Council.                      Improved information sharing between CFS and ASC                      Clear, well defined pathway and offer for all young people likely to have care &amp; support needs (inc. Provision of information).                      Data to forecast, monitor and manage demand and cost of services                      Joint commissioning opportunities</p>	Claire McWilliams, Rachael Marsh (PFA Project Board)	Mar-25	Green	Scope agreed, actions identified during peer review incorporated.

ASC Improvement Plan 2024-25

Updated: 14 October 2024

CQC theme(s)	Improvement Area	Actions	Lead(s) & (Governance)	Due Date	Progress Rating	Progress and comments
Working with People Ensuring Safety	Pathway to Adulthood	<p><b>Preparation for Adulthood (Department)</b>                      Review information provided to mainstream schools                      Effective and proactive use of reablement for young people (demand, cost, outcomes)                      Strengthen interface and escalation process with SENA, Virtual school                      Review and improve effectiveness of risk stratification tool                      Improve assessment and support planning process and practice (strengths based, recording and closures)                      Re-frame use of KPIs/Dashboards to support case management                      NEW SD 25/09/24 - Review and update public facing information for PFA</p>	Claire McWilliams Anne Goodwin	Jan-25	Green	Peer Review Action Plan agreed & being progressed in Dept.
Working with People	EDI	<p><b>Equalities Diversity and Inclusion</b>                      Implement Workforce Race Equality Standards (WRES)                      Co-ordinate EDI initiatives in the department.                      Develop and target initiatives for priority groups                      Engage with faith and community groups to ensure key communities are included in shaping services                      Develop performance reporting to monitor impact and outcomes for these groups. Performance metrics and experiential surveys.</p>	Stephen Shippey / Prisca Odunmbaku DEG	Mar-25	Green	DEG has been refreshed, Starting September 2024, for co-ordinating EDI initiatives within department. Signed up to WRES August 2024. Faith and Community Groups invited to A&C strategy engagement event.
All	Learning from feedback	<p><b>Customer Feedback</b>                      Develop new form to obtain routine feedback from people.                      Develop a lessons log to facilitate analysis of feedback including Corporate complaints                      Reporting to senior and political leaders to demonstrate impact of service on peoples lives</p>	Mandy Ewart Debbie Moore Lead Practitioners (TBC)	Mar-25	Amber	Engagement Panel involved in development of Customer survey Options being developed for consideration
All	Operating Model: Practice and Performance	<p><b>Refresh our Operating Model</b>                      Update guidance and support tools to strengthen strengths bases approach.                      Develop data literacy</p>	Nikki Rainbow	Nov-24	Amber	NR is working with Teams to ensure they understand and are using the TOM performance data in the way it is intended as a supportive mechanism rather than targets to be met. Info sheet drafted for review and approval
Working with People, Providing Support	Partnership-working; District & Borough Housing Services	<p><b>Partnership-working; District &amp; Borough Housing Services</b>                      Explore and implement stronger Strategic and operational partnership working arrangements with housing services. Building good working relationships focussed on improving outcomes for people.</p>	Indy Lahel/ Michael Leng	TBC	Amber	
Working with people, Lead	Partnership-working; Staying Healthy Partnership Board	<p><b>Improve collaborative working with partners</b>                      Developing presentation outlining ASC roles and responsibilities to share with range of colleagues from partner organisations.                      ME attending Staying Healthy Partnership Board - and working with districts/VCSE / system partners to map service/resource directories with aim of bringing the information together.                      ME involved with development of Community Health &amp; wellbeing plans - which will help to develop joint working approach.</p>	Mandy Ewart	Sep-24	Green	15/08/24 - ASC Roles presentation developed and delivered by ME & PO. ME attending Staying Healthy Partnership Board on regular basis, and involved Community Health & Wellbeing Plan work.
Ensuring Safety	Partnership-working; Safeguarding Board	<p><b>SAB</b>                      Joint work to ensure partner organisation roles and responsibilities are clear and that appropriate referrals are made</p>	Prisca Odunmbaku	Sep-24	Green	

ASC Improvement Plan 2024-25

Updated: 14 October 2024

CQC theme(s)	Improvement Area	Actions	Lead(s) & (Governance)	Due Date	Progress Rating	Progress and comments
Working with people	ARF Projects	<p><b>Accelerator Reform Fund Projects</b></p> <p><b>Hospital discharge grant for carers</b></p> <ul style="list-style-type: none"> <li>o identify the criteria for the HDGfC</li> <li>o specification together for voluntary sector provider</li> <li>o working in partnership with ICB</li> </ul> <p><b>Carers including carer identification, contingency planning</b></p> <ul style="list-style-type: none"> <li>o engagement and coproduction with carers: identifying carers to coproduce, expectations and carer support</li> <li>o planning a carers event in November 2024</li> </ul> <p><b>Shared lives</b></p> <ul style="list-style-type: none"> <li>o main objective: to increase shared lives across LLR</li> <li>o engagement plan for shared lives carers</li> <li>o LLR shared lives event to bring people using shared lives together</li> <li>o support Rutland set up their shared lives scheme</li> <li>o County to digitalise more part of shared lives process</li> </ul>	Katie Cheung	Dec-25	Amber	
Leadership	Staff Wellbeing & Professional Development	<p><b>Healthcheck Action plan</b></p> <p>Reflective Supervisions</p> <p>Staff wellbeng</p> <p>Strategic Partnerships</p> <p>Engagement with and implementation of change</p> <p>Continuous professional development</p>	Mandy Ewart	Mar-25	Amber	
Leadership	Staff Wellbeing & Professional Development	<p><b>Recruitment &amp; retention initiatives</b></p> <p>Develop and implement Workforce plan 2025-?</p> <p>(Return to Social Work, Grow our own and Think Ahead)</p> <p>Social Work Apprenticeship and higher qualifications</p> <p>Occupational Therapy Apprenticeship</p> <p>Community Support Worker development programme</p> <p>Continuous Professional Development Days</p>	Mandy Ewart	Mar-25	Amber	
Leadership	Staff Wellbeing & Professional Development	<p><b>Staff Recognition</b></p> <p>Embed a staff recognition and reward system</p> <p>Implement Staff Shout Outs</p>	Mandy Ewart	Mar-25	Amber	
Leadership	Department Strategy Refresh	<p><b>Department Strategy Refresh 2025-2029</b></p>	Stephen Shippey	Mar-25	Green	
All	Policies Procedures and guidance	<p><b>Policy Forward Plan and Information Return</b></p> <p>Agree governance process to review and update Operational Procedures</p> <p>Prioritise Documents requiring update for IR.</p> <p>Update the Policy Forward Plan with review dates and priority to ensure it can be used to support routine document review process</p>	Debbie Moore	Jun-25	Amber	

This page is intentionally left blank