

**WORCESTERSHIRE LOCAL AREA AGREEMENT 2008-11 DELIVERY PLAN**

<b>Prepared by</b>	Tony Leak for Andrea Cooke, Adult and Community Services, WCC	<b>Revision date</b>	July 2009
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**SUMMARY**

<b>Theme</b>	<b>Priority</b>	<b>Theme Group</b>	<b>Management Group Lead</b>	<b>Partners</b>	<b>Cross-Cutting Theme</b>
Improving health and wellbeing	To improve the quality of life and independence of older people and those with a long-term illness	Health & Wellbeing	Frances Howie, Worcestershire PCT	Worcestershire County Council, PCT, WMHPT	Promoting Community Cohesion

<b>Indicator</b>	<b>Description</b>	<b>Purpose</b>	<b>Indicator Lead</b>
NI133	Timeliness of social care packages following assessment	Users should expect practical help and other support to arrive in a timely fashion soon after their problems have been referred to social services. Timeliness of the delivery of care packages following social care assessment is of importance in policy terms, recognised as crucial by Councils with Adult Social Services Responsibilities and significant for people who use services for whom long delays in delivering the help and support they need can be detrimental.	Tony Leak, Worcestershire County Council

<b>Baseline</b>	<b>2008/09 Target</b>	<b>2009/10 Target</b>	<b>2010/11 Target</b>	<b>Target</b>
85% (2007/08)	87%	89%	92%	Designated

**CONSIDERATIONS**

<b>Is this priority dependant on any other LAA priorities?</b>	<b>LAA Priority</b>	<b>Theme Group</b>	<b>Arrangement for managing dependency</b>
	N/A	N/A	N/A

<b>Have equality and diversity considerations been made?</b>	This plan will ensure that all vulnerable members of the community receive timely, appropriate services to meet their identified needs. Adult and Community Services have robust equality and diversity policies for commissioning and providing activity.
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<b>What are the significant risks associated with this priority?</b>	<b>Risk</b>	<b>Current Impact</b>	<b>Current Likelihood</b>	<b>How managed</b>
	Changes to care pathways linked to implementation of Choice and Control programme may affect performance	Medium	Medium	Issue and risk being managed through Choice and Control programme structures. Robust implementation programme led by top management with seconded Head of Service
	Focus on improving quality of care service arrangements may be at odds with increasing speed of response ie those without urgent needs choose to take longer to develop detailed support plans for personal budgets	Medium	Medium	Regular monitoring; creation of management capacity with Choice and Control programme.

<b>Is this priority delivered through or dependant on any other policy, plan or strategy?</b>	<b>Policy, plan or strategy</b>	<b>Responsible Theme Group or organisation</b>	<b>Arrangement for managing dependency</b>
	N/A	N/A	N/A

<b>What arrangements are in place for managing performance of this priority?</b>	Progress reporting internally to Adult and Community Services critical indicators action group (twice monthly, Directorate Management Team (monthly) and to the Health and Well Being Theme Group.
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#### ACTIVITY PLAN

<b>Action</b>	<b>Who</b>	<b>Milestones / Success Measure</b>	<b>When</b>	<b>Resource Implications</b>	<b>Commentary</b>
Identify specific areas/services that are impacting upon this indicator	Andrea Cooke/Louise Clarke	Report produced	November 2008		Completed
Analyse the way in which information is recorded by random sampling available data	Andrea Cooke/Louise Clarke	Report produced	November 2008		Completed
Review position and identify any additional action required	Andrea Cooke/Louise Clarke	Year one target	March 2009		Year One target met
Build capacity to measure indicator into Choice and Control care pathway design and implementation	Tony Leak/Sally Baldry	Pathway allows data to be captured	September 2009	Staff time	

<b>Action</b>	<b>Who</b>	<b>Milestones / Success Measure</b>	<b>When</b>	<b>Resource Implications</b>	<b>Commentary</b>
Ensure Promoting Independence (PI) service provides rapid response	Maria Hicks	PI support services in place within time period	May 2009	Part of existing work design	
Continue regular monitoring of performance and identify remedial action if needed via critical indicators action group	Andrea Cooke/Louise Clarke	Indicator on target	March 2010	Existing	