

## ACTION PLAN 2008 - 2013

Target	When	How	Who
<p><b>Target 1</b> Information and advice provided in an accessible way, by informed providers in a format that can be understood by all.</p> <p>Providing comprehensive information and advice is critical to improving people's choices and wellbeing. The Independence and Wellbeing strategy will help to plan this, to deliver the Council's commitment to undertake a review of information and advice systems within this financial year</p>	<p>Information and advice review to be commissioned in autumn 2008. Implementation April 2009 to April 2010</p>	<p>A scoping report will be commissioned to look at the technical issues arising from the Independence and wellbeing strategy, which will also look at best practice across the country.</p> <p>Following this a specification will be drawn up to commission the new service. It is likely that resources to pump prime this development will come from the Transforming Social Care grant.</p>	<p>Head of Community Care and Head of strategy and performance</p>
<p><b>Target 2</b> Build on the success of the Self-assessment system for community equipment to enable self assessment for all services</p>	<p>April 2009.</p>	<p>Mechanisms which enable self assessment may vary, but all assessments will have the facility for self assessment.</p>	<p>Community Care Management Team and Team Managers</p>
<p><b>Target 3</b> By July 2008 Kin RBK will have revised risk management guidance for all staff, to enable staff to support people to make choices and live independently</p>	<p>July 2008</p>	<p>Risk management re-written. Complete</p>	<p>Assessment &amp; Care Management Development Officer</p>

<b>Target 4</b>	<p>To complete the evaluation of brokerage by September 2008</p> <p>By 2010, everyone using Community Care services will have the option of using a support brokerage model, to help them achieve their planned outcomes</p>	<p>The Learning Disability Brokerage service is being formally evaluated, by September 2008 an initial evaluation will be complete, with ongoing work, which will be completed by April 2009</p>	<p>Head of PLD supported by Foundation for People with Learning disabilities</p>
<b>Target 5</b>	<p>RBK will continue to provide an in-house home care service for the next five years. Most Home Care will be provided in the independent sector. The in house service will work on new and complex packages of support.</p>	<p>Part of Kingston's drive to modernise Social Care</p> <p>RBK will transform the in-house Home Care service into a short term and expert service, which focuses on complex cases and re-ablement.</p>	<p>Transforming Social Care project manager and head of Community Care</p> <p>Principal Manager Home Care</p>
<b>Target 6</b>	<ul style="list-style-type: none"> <li>• By 2011 RBK will have expanded the numbers of support/care providers by 25%</li> <li>• By 2011 there will developed new models of community transport.</li> <li>• By 2011 RBK will have worked with partners to develop new Social enterprises in the care field.</li> </ul>	<p>All parts of Community care will expand their provider base.</p> <p>New models of Community transport are already being developed, these will be available to all users.</p> <p>New social enterprises will be developed with local partners.</p>	<p>Community Care Management Team</p>

**Target 7**

RBK will have reviewed the impact of personalisation on current charging policies; any suggested changes will require consultation and a decision from the Council's Executive.

February 2008

Head of Community Care Services

A report will set out clear policies in relation to charging for services. It is not planned to increase charges, but to clarify the system.

**Target 8**

To work with local Housing providers:- RBK, Housing Associations and private landlords to provide a wider range of Housing options.

Ongoing

Community Care Management Team

Community Care Services will work with colleagues in Housing from RBK and with colleagues in the Registered Social Landlord, Housing charity and private sector to develop more Housing options.

Outcomes sought: greater choice of housing, more adapted housing and greater supply

**Target 9**

RBK and Kingston Primary Care Trust will explore the possibilities for joint commissioning with a view to developing more joint commissioning.

December 2008

Head of Community Care Services

Work is already underway to look at joint commissioning opportunities this work will be ongoing, but an initial review of opportunities will be completed by December 2008

**Target 10**

- Increase the number of people using either Direct Payments and Individual Budgets combined by 20% every year
- Enable all users to have a virtual individual.

The Local Area Agreement sets out the nature of this target in NI 130

April 2010

Community Care Management Team

NI 130-Social Care clients receiving Self Directed support per 100,000 population (estimate 2007/08) 176/100,000 220 250 320

This is part of the shift to a more personalised approach and one of the key targets in Transforming Social Care

Community Care Management Team

**Target 11**

Community care will undertake a feedback questionnaire to measure the success of engagement with users and carers.

First questionnaire  
April 2009

A questionnaire will be developed to canvass the views of users and carers to help us understand and measure how the Council is improving engagement with users and carers

Head of  
Community Care