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# Annual Operating Plan 2018/19

## Adult Social Care

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Leicester  
City Council

# Introduction to the AOP

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- underpins delivery of our Strategic Priorities
- Builds on previous years progress
- delivery of 'change' not day to day business
  - process change
  - professional practice change
  - cultural change
- operationally focused – driven by Heads of Service

# Strategic Priorities

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- Carried forward 'as is' from 2017/18
- Six SPs:
  - 1) protecting from harm and abuse
  - 2) strength based, preventative - promoting wellbeing
  - 3) independent living – working age
  - 4) supporting remaining at home for older people
  - 5) improving transitions to adulthood
  - 6) improving customer experience

# Progress at Q3 / Period Nine

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- Mental Capacity Act (SP1) —
  - Staff guidance for completing Mental Capacity Assessments published in July 2018
  - Training relating to the Mental Capacity Act, based on feedback from managers, is being developed.
- Safeguarding (SP1) —
  - New on-line incident reporting form and process for providers developed and tested. Planned to go live by year-end.
  - MSP scoped into In-house safeguarding training. MSP recording on LiquidLogic improved.
  - Work underway through an LSAB task and finish group to update the Safeguarding Competency Framework.

# Progress at Q3 / Period Nine

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- Strength Based Practice (SP2) –
  - Fixed-term post of ‘Practice Implementation Lead’ established and appointed to.
  - Oversight Group established to drive and champion the shift to a strength based approach to practice
- Supported Housing (SP3) –
  - Commissioning Strategy for Independent and Supported Living drafted.
  - Strategy is supported by demand forecasting and delivery plan.
  - Shared Lives service now engaged in wider work around the ASC accommodation based support portfolio.
- Assistive Technology (SP3) –
  - Guide for ASC staff published in November 2018.
  - AT Co-ordinator appointed.
  - Work underway to establish AT Project Manager post to drive AT Strategy and operating model.

# Progress at Q3 / Period Nine

- Residential Care (SP4) –
  - Accommodation Board established to oversee the strategic and operational ASC accommodation offer.
  - Comprehensive review of fees consulted on and implemented successfully
- Transitions (SP5) -
  - Joint Health, Social Care and Education Transitions Strategy and underpinning delivery plan subject to public consultation. Positive comments received with over 90% in support of proposed aims/ambition.
  - Strategy and delivery plan to be amended in response to consultation prior to sign-off by the City Mayor, and official launch of strategy at joint partnership event on 6th March.
- “Good enough within resources” (SP6) –
  - Evidence as to ‘what good looks like’ gathered from various agencies including SCIE, TEASC, ADASS, LGA, NICE, LG&SC Ombudsman, CQC and Healthwatch.
  - QA system and audits embedded – demonstrating improvement

# Progress at Q3 / Period Nine

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## *The “must do”:*

- Spending Review 4 –
  - all agreed SR4 projects delivered for 19/20
  - totalling £4.5m
- Managing Demand –
  - At the end of Q3 2018/19 we had a 17.6% increase in requests for support from new clients compared to the same period in 2017/18.
  - Over the same period we had a 27.1% decrease in requests for support resulting in long-term packages of care.
  - We are forecasting that we will contain spend within agreed budget.

# Planning Ahead

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- Business planning events held with managers from ASC, Children's and Learning and Inclusion
- Developed a common purpose across the whole department
- Developing a Social Care and Education AOP for 2019/20



# AOP themes for 2019/20

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- Workforce
- Transitions
- Doing the basics consistently
- Partnership and Integration
- Finance and Income Generation
- Empowering and Enabling
- Practice quality and methodology
- Prevention and sustainability