

1. Action Plan

No.	Recommendation	Responsible Officer	Action	Date	Update at 31 December 2003
1	A system should be introduced to separately record the Authority's expenditure, referrals and assessments on equipment and on adaptations.	Shirley McHugh	Liase with IT section to enable Care first system to record information required.	August 2004	The IT Officer post has been advertised internally with a closing date for applications of 13 th February 2004.
2	A review of activity recording should be undertaken to ensure consistency and accuracy	Shirley McHugh	Liase with IT section to enable Care first system to record information required.	August 2004	See 1 above.
3	Consideration should be given to recording the referrals received and assessments made for housing association and RSL tenants by adding these categories to the "contact by" section of the information system.	Shirley McHugh	Liase with IT section to enable Care first system to record information required.	August 2004	See 1 above
4	The information system should be revised to record assessments completed, individual pieces of equipment issued, individual adaptations installed and completions.	Shirley McHugh	Liase with IT section to enable Care first system to record information required.	August 2004	See 1 above
5	Changes to the information system should be implemented to enable completions to be analysed by client group.	Shirley McHugh	Liase with IT section to enable Care first system to record information required.	August 2004	See 1 above
6	The Council should consider the effect of demographic and other environmental changes in planning for the future needs of the service.	Planning Officer Community Care	Explore the effects of these changes and plan for future service needs.	Date to be agreed by planning department.	Post is currently vacant.

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7	The Strategy Group should prepare a written plan and timetable for developing the Joint Future agenda, including the development of joint resourcing and giving consideration to the future development of information systems.	Jim Robb	Plan and timetable to be written and developed by Strategy Group.	To be decided by Strategy Group.	Will be the responsibility of the new post holder.
8	The Council should identify standards for storing, transporting and cleaning equipment and periodically audit the arrangements to ensure compliance.	Shirley McHugh	Develop relevant standards in consultation with Quality Assurance Unit.	August 2004	Still progressing.
9	Argyll & Bute Council should develop, with the local health service, a Joint Statement of Intent on training and a joint development and training plan.	Jim Robb Shirley McHugh	Liase with Training Departments in Social Work and Health to develop plan and training.	January 2004	Will be the responsibility of the new post holder.
11	The Council should review their delivery and installation processes.	Shirley McHugh	Care and Repair already delivering/installing/collecting majority of equipment. Review this service.	January 2004	Review of Care and Repair service to be carried out.
12	The Council should introduce systems to monitor equipment and adaptation waiting lists and waiting times.	Shirley McHugh	Liase with IT section to enable Care first system to record information required to enable monitoring within joint equipment services.	August 2004	See 1 above.
14	Consideration should be given to establishing and reporting information on the level of recycling of equipment.	Shirley McHugh	Explore ways of recording level of recycling of equipment.	August 2004	Still progressing.

Management of Community Equipment and Adaptations

No.	Recommendation	Responsible Officer	Action	Date	Update at 31 December 2003
15	A service, maintenance and repair policy should be developed within the local service.	Shirley McHugh	Develop policies for maintenance, service and repair of equipment.	August 2004	Still progressing.
16	Instructions should be provided to staff (and training) to ensure compliance generally with Health & Safety regulations and with Lifting Operations and Lifting Equipment Regulations.	Council Health and Safety Manager, Moving and Handling Trainer, Shirley McHugh.	Relevant training as required. (Care and Repair carrying out many lifting tasks now.)	August 2004	All OT staff receives Moves training which covers principles of moving and handling for equipment as well as people. New staff will also be trained. Training is ongoing.
17	Performance information should be made publicly available within the Council's framework for PPRg.	Planning Officer for Community Care	Information made available.	Date to be agreed by planning department.	Post is currently vacant.
18	Budget and expenditure information on major adaptations should be collected and reported within the Council.	Head of Planning & Performance	Information made available	July 2004	Ongoing although responsibility for this now transfers to Head of Community Support
19	Council budgeting processes should be reviewed for major and minor adaptations and the level of unmet need determined and reported.	Head of Planning & Performance and Head of Community Support	Set up system	December 2003	Ongoing but this transfers to the Head of Community Support
20	Systems for collecting and reporting activity data should be reviewed to ensure that the data is reliable and can be analysed into major and minor items, the source of referral and client group.	Head of Planning & Performance	Review & modify existing system	December 2003	This is reliant on Social Work priorities.
22	Consideration should be given to establishing and reporting information on the level of recycling of adaptations	Head of Planning & Performance	Refine and update existing system	December 2003	August 2004

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23	A review should be undertaken to establish whether a pickup service for adaptations exists and if not, whether its introduction would contribute to recycling rates.	Head of Planning & Performance and Head of Community Support	Discussions with Occupational Therapist service to agree a system (see also no.22)	December 2003	December 2004