

1. Action Plan

No.	Recommendation	Responsible Officer	Action	Date	Update at 30 April 2004
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	Awaiting assistance from newly appointed IT Officer
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 being advertised.

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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.	Currently completing the Annual update of the Joint Partnership Agreement that will be available in the first week in May 2004.
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	The timescale has slipped for these recommendations due to difficulties tracking equipment and data-capture. Now that the I.T. post has been filled, a short-life working group including Health and Housing will review the services and possible improvements to service delivery. Target date is now January 2005.
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	Currently completing the Annual update of the Joint Partnership Agreement that will be available in the first week in May 2004.
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	Complete

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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	The timescale has slipped for these recommendations due to difficulties tracking equipment and data-capture. Now that the I.T. post has been filled, a short-life working group including Health and Housing will review the services and possible improvements to service delivery. Target date is now January 2005.
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	The timescale has slipped for these recommendations due to difficulties tracking equipment and data-capture. Now that the I.T. post has been filled, a short-life working group including Health and Housing will review the services and possible improvements to service delivery. Target date is now January 2005.
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.	This post is currently being re-advertised.

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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	This is no longer the responsibility of this Head of Service and has been reassigned to two other Heads of Service: D MacVicar, Head of Community Generation and G Nash, Head of Housing.
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	It is now becoming apparent that this is a huge task that will require many months and considerable resources to undertake. The matter is being flagged up as a key matter for attention within the early year's action plan within the Local Housing Strategy, which is now nearing completion on June 2004.
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 recommendation is now shared by two Heads of Service namely the Head of Planning & Performance and Head of Community Support and has been assigned a new implementation date of December 2004 as being more realistic.
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	A new implementation date of August 2004 was reported to the Audit Committee in February and management have informed internal audit that implementation is ongoing.

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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	A new implementation date of December 2004 was reported to the Audit Committee in February and management have informed internal audit that implementation is ongoing.

