

Main Report - Action Plan: Adapting to the future

No	Recommendation	Responsible Officer	Community Services Management Response	Update
	Person-centred services Councils and NHS bodies should			
1	Jointly publish comprehensive information on community equipment and adaptations, covering: <ul style="list-style-type: none"> • What help is available • Who to contact • Eligibility criteria • Who needs to pay and how much • What service people can expect, using information such as local targets for response times. 	Jim Robb Head of Integrated Development.		
2	The information in 1 above should be published in different formats and in other languages as needed by local communities	Jim Robb Head of Integrated Development.		
3	There should be a review regarding the level of demand for out-of-hours services.	Jim Robb Head of Integrated Development.		
	How are services organised Councils and NHS bodies should			
4	Work towards joint information systems that provide good management information on the community equipment and adaptation services within their partnership area.	Jim Robb Head of Integrated Development.		
5	Clarify partnership arrangements for the assessment and provision of community equipment and adaptations ensuring that all relevant partners are involved; and formalise these arrangements in agreed policies and procedures.	Jim Robb Head of Integrated Development.		
6	Ensure all relevant staff across the respective partner organisations are aware of the agreed policies and procedures.	Jim Robb Head of Integrated Development.		
7	Ensure that community equipment and adaptation services are developed as part of their overall community care strategy.	Jim Robb Head of Integrated Development.		

APPENDIX 2

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8	Develop protocols, which maximise the ability of staff from different partnership organisations to access equipment and adaptations and reduce the waiting time for users.	Jim Robb Head of Integrated Development.		
	How are services organised Councils and NHS bodies should			
9	Jointly review budgets for community equipment and adaptations and HIG's to ensure that they are set at a realistic level to meet need.	Jim Robb Head of Integrated Development.		
10	Monitor the performance on equipment and adaptation services by collecting and using robust management information on: <ul style="list-style-type: none"> • Cost • Activity, including waiting times • Quality of services, including users' views. 	Jim Robb Head of Integrated Development.		
11	Record and monitor activity and expenditure associated with third parties, such as Care and Repair, RSLs and voluntary organisations, as charges in these areas are likely to impact significantly on future service delivery and resourcing.	Jim Robb Head of Integrated Development.		
12	Develop joint performance indicators so that the service can be evaluated across a partnership area.	Jim Robb Head of Integrated Development.		
13	Councils and schools should ensure that there is training on the inclusion of pupils with SEN and for class and subject teachers and SNAs, in particular, that there is effective development and training to support the needs of pupils with SEBD.	Ronald Gould Head of Secondary Education		
14	Once trend information is available, benchmark with other partnerships using like-for-like performance measures to drive forward continuous improvement.	Jim Robb Head of Integrated Development.		
15	Work together to assess need for major adaptations in the future.	Jim Robb Head of Integrated Development.		

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	Managing Risk Councils and NHS bodies should			
16	Ensure stock control systems are in place to track and locate equipment.	Jim Robb Head of Integrated Development.		
17	Ensure that written instructions on using equipment and adaptations are always provided for users and carers, and trained staff always demonstrate their use.	Jim Robb Head of Integrated Development.		
18	Consider how best to provide advice and support to people in private housing market who install major adaptations.	Jim Robb Head of Integrated Development.		
19	Agree and implement formal policies and procedures that include: <ul style="list-style-type: none"> • Recall of faulty equipment • Maintenance and repair arrangements • Recycling, including infection control procedures • Emergency arrangements. 	Jim Robb Head of Integrated Development.		
20	Ensure management information systems contribute to the effective management of risk.	Jim Robb Head of Integrated Development.		
21	Review user needs once equipment and adaptations have been supplied.	Jim Robb Head of Integrated Development.		