

Main Report - Action Plan: Adapting to the future

No	Recommendation	Responsible Officer	Community Services Management Response	Implementation Progress as at 8th of November 2005.
	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.	A joint meeting was held with Occupational Therapy staff on May 11 th to re-write practice guidance and produce information leaflets. This exercise will be concluded by the end of May 2005.	May 2005. Complete. The leaflet has now been produced and arrangements are now in place for the Sensory Impairment Team to transcribe on demand into large print and on to tape.
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.	Information above will be produced in large print and audio tape and other languages as required.	June 2005. Complete. The leaflet has now been produced and arrangements are now in place for the Sensory Impairment Team to transcribe on demand into large print and on to tape.
3	There should be a review regarding the level of demand for out-of-hours services.	Jim Robb Head of Integrated Development.	Overall service requires to be reviewed. Feasibility study proposed and being presented at next Joint Strategy meeting. Out of hours services would be examined within the study.	This has been included within the agreed brief for the feasibility study being conducted by AGE Ltd.
	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.	Re-implementation of Carefirst should provide more robust information. IT provision will be examined within a feasibility study as to best joint systems.	This has been included within the agreed brief for the feasibility study being conducted by AGE Ltd.

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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.	Feasibility study will identify required policies and procedures.	This has been included within the agreed brief for the feasibility study being conducted by AGE Ltd.
6	Ensure all relevant staff across the respective partner organisations are aware of the agreed policies and procedures.	Jim Robb Head of Integrated Development.	Training for staff would be carried out when policies and procedures are in place.	This has been included within the agreed brief for the feasibility study being conducted by AGE Ltd.
7	Ensure that community equipment and adaptation services are developed as part of their overall community care strategy.	Jim Robb Head of Integrated Development.	Community care strategies will be reviewed to ensure community equipment and adaptations services are included as part of the feasibility study.	This has been included within the agreed brief for the feasibility study being conducted by AGE Ltd.
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.	Protocols would be developed following the feasibility study.	This has been included within the agreed brief for the feasibility study being conducted by AGE Ltd.
	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.	Budgets will be regularly reviewed through Joint Strategy group.	Regular monitoring by each partner has commenced.
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.	Robust systems for collecting information will be identified from recommendations of feasibility study.	This has been included within the agreed brief for the feasibility study being conducted by AGE Ltd.
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.	A charge monitoring system will be set up to address this recommendation.	This is a multi organisation recommendation. Care & Repair have started to monitor activity and expenditure. AGE Ltd as part of their feasibility study will evaluate what has been prepared and advise on co-operation with the other parties.
12	Develop joint performance indicators so that the service can be evaluated across a partnership area.	Jim Robb Head of Integrated Development.	Following feasibility study- joint performance indicators will be developed.	This has been included within the agreed brief for the feasibility study being conducted by AGE Ltd.

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No	Recommendation	Responsible Officer	Community Services Management Response	Implementation Progress as at 8th of November 2005.
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	Wilma Lawn QIO ASN. An annual needs analysis informs the provision of our in-service training for teachers and SEN assistants relating to pupils with SEN or SEBD. The annual strategy is included in the education policy file Supporting Children: Supporting Effective Learning.	Complete.
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.	Benchmarking with other similar local authorities will take place once information available.	Complete.
15	Work together to assess need for major adaptations in the future.	Jim Robb Head of Integrated Development.	Develop close working links with Housing, RSLs, Care & Repair to monitor trends to assist in assessing for future adaptations.	As response above at point 11. Care & Repair have started to monitor trends. AGE Ltd as part of their feasibility study will evaluate what has been prepared and advise on co-operation with the other parties.
	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.	Robust systems for managing equipment will be identified by feasibility study.	This has been included within the agreed brief for the feasibility study being conducted by AGE Ltd.
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.	A joint meeting was held with Occupational Therapy staff to re-write practise guidance and produce information leaflets on May 11 th . The whole exercise should be concluded by October 2005.	Instructions have been written and have been issued within the Oban area. They will be rolled out after AGE Ltd has assessed the instructions and any required amendments have been made.
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.	A joint meeting was held with Occupational Therapy staff to re-write practise guidance and produce information leaflets on May 11 th . The whole exercise should be concluded by October 2005.	An information leaflet has been completed and a comparison exercise has commenced comparing the re-written guidance elements with other Scottish Council guidance documentation for good practice.

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No	Recommendation	Responsible Officer	Community Services Management Response	Implementation Progress as at 8th of November 2005.
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.	Robust systems for managing equipment will be identified by feasibility study.	This has been included within the agreed brief for the feasibility study being conducted by AGE Ltd.
20	Ensure management information systems contribute to the effective management of risk.	Jim Robb Head of Integrated Development.	Robust systems for managing equipment will be identified by feasibility study.	This has been included within the agreed brief for the feasibility study being conducted by AGE Ltd.
21	Review user needs once equipment and adaptations have been supplied.	Jim Robb Head of Integrated Development.	Methods of monitoring and evaluation of service require to be identified following feasibility study.	This has been included within the agreed brief for the feasibility study being conducted by AGE Ltd.