

## Service Planning 2011-12

**Service:** Care4CE (SCAR)

### 2.1 Service Overview

Care4CE is the social care provider arm of the Adults, Community, Health and Wellbeing Directorate.

Care4CE is strategically commissioned to provide the following services:-

- Reablement
- Complex longer term support
- Crisis response
- Service of last resort in the event of market failure.

The management team will continue the transformation of the service during the next twelve months to deliver this commission, within the set budget.

The service comprises day services, short breaks and support at home to vulnerable adults who meet the FACS ( Fair Access to Care) criteria and are delivered in a range of settings across the Borough. These are continuously reviewed to respond to changing demand as a consequence of the modernisation of adult social care (outlined in Putting People First) and customers exercising choice and control by using Personal Budgets.

Services will be reconfigured to reflect these changes within the context of 'Think Local - Act Personal' and by aligning with individual commissioning boundaries. This will include closer working with Health and Wellbeing services to support service users to have greater access to universal services. and working with colleagues in Health to look at opportunities for more closely integrated working. Care4CE has embedded the 'Aspire' values throughout the service and aims to achieve the 16 outcomes defined by the Care Quality Commission, though a well trained, skilled and flexible workforce.

### 2.2 Service Objectives (NB: Maximum of 10)

Service Objective Reference	Service Objective Description	Link to Directorate Objective
SCAR001	To maintain and develop a well trained workforce that works flexibly across the borough to deliver targetted services in full accordance with all regulatory standards including Health & Safety	DADU001
SCAR002	To deliver all outcomes specified in the SLA agreed with IC and SC including the agreed cost envelope	DADU004
SCAR003	Exploring, with key partners, alternative solutions for delivering a wide and increasing variety of services to all citizens	DADU005
SCAR004	Ensure that all services offer value for money, are of high quality and satisfy or exceed customer expectations by developing and implementing appropriate performance and financial management and monitoring sytems which are available to all managers and relevant staff	DADU003

SCAR005	Ensure the design of service structures aligns with local and partnership delivery boundaries and ensure the ongoing review of the service delivery model is in response to market, economic and political changes	DADU005

[illegible]

Risk Management			
Risk Reference	Risk Description	Risk Owner	<p>Each risk will require a supporting risk stewardship template completing. The template can be found on the Service Planning Centranet site.</p>
RCAR001	DEMAND	Sandra Shorter	
RCAR006	T&Cs	Sandra Shorter	

**SCAR002** *To deliver all outcomes specified in the SLA agreed with IC and SC including the agreed cost envelope*

Responsible Officer	Sandra Shorter	Link to Directorate Objective	DADU004
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Supporting Actions/Milestones
<p>1. <b>Identify the problem or opportunity.</b> The first step in the process is to identify the problem or opportunity that needs to be addressed. This can be done through a variety of methods, including stakeholder interviews, surveys, and data analysis.</p> <p>2. <b>Define the scope and objectives.</b> Once the problem or opportunity has been identified, the next step is to define the scope and objectives of the project. This involves determining the boundaries of the project, the key stakeholders involved, and the specific goals and objectives that the project aims to achieve.</p> <p>3. <b>Develop a project plan.</b> The third step is to develop a project plan, which is a document that outlines the project's scope, objectives, and the specific tasks and activities that need to be completed. The project plan also includes a timeline, a budget, and a risk management plan.</p> <p>4. <b>Execute the project plan.</b> The fourth step is to execute the project plan, which involves implementing the tasks and activities outlined in the plan. This step requires close coordination and communication between the project team and the stakeholders involved.</p> <p>5. <b>Monitor and evaluate the project.</b> The fifth step is to monitor and evaluate the project, which involves tracking the progress of the project, identifying any issues or challenges, and making adjustments as needed. This step also involves evaluating the project's outcomes and determining whether the project has achieved its goals and objectives.</p> <p>6. <b>Close the project.</b> The final step is to close the project, which involves finalizing all project activities, documenting the project's outcomes, and communicating the results to the stakeholders involved.</p>

Reference	Action/Milestone	Responsible Officer	Date due for completion
SCAR002.1	AGREE SLA	Sandra Shorter	30/09/2011
SCAR002.2	AGREE ACCURATE DATA & COSTS	Sandra Shorter	15/03/2011
SCAR002.3	AGREE SHORT TERM SLA	Sandra Shorter	29/03/2011
SCAR002.4	AGREE LONGER TERM SLA OPTIONS	Sandra Shorter	30/09/2011
SCAR002.5	ASSESS WORKFORCE IMPLICATIONS OF SLA	SMT	12/04/2011
SCAR002.6	IMPLEMENT WORKFORCE CHANGES	SMT	31/08/2011
SCAR002.7	SLA COMES INTO EFFECT	Sandra Shorter	01/04/2011

## Measures

[illegible]

Risk Management			
Risk Reference	Risk Description	Risk Owner	<p>Each risk will require a supporting risk stewardship template completing. The template can be found on the Service Planning Centranet site.</p>
RCAR002	COMMISSIONING	Sandra Shorter	
RCAR003	COMMISSIONING	Sandra Shorter	
RCAR004	CRISIS RESPONSE	Sandra Shorter	
RCAR005	MOVE ON	Sandra Shorter	

**SCAR003** *Exploring, with key partners, alternative solutions for delivering a wide and increasing variety of services to all citizens*

Responsible Officer	Sandra Shorter	Link to Directorate Objective	DADU005
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### Supporting Actions/Milestones

Reference	Action/Milestone	Responsible Officer	Date due for completion
SCAR003.1	CONSULTATION WITH SU & CARERS	EXTENDED SMT	29/04/11
SCAR003.2	EXPLOIT POTENTIAL WITH H&WB - WILMSLOW	Peter Kelleher	31/10/11
SCAR003.3	EXPLOIT POTENTIAL WITH H&WB - MACCLESFIELD	Peter Kelleher	24/08/11
SCAR003.4	EXPLOIT POTENTIAL WITH H&WB - CONGLETON	Peter Kelleher	24/08/11
SCAR003.5	EXPLOIT POTENTIAL WITH H&WB - CREWE	Peter Kelleher	31/10/11
SCAR003.6	SCOPE & DEVELOP INTEGRATED SERVICES	Sandra Shorter	30/09/11
SCAR003.7	EXPLORE LINKS WITH INT CARE	Sandra Shorter	31/08/11
SCAR003.8	EXPLORE DELIVERY OPPORTUNITIES WITH GP CONSORTIA (WITH SC)	Sandra Shorter	31/08/11
SCAR003.9	MAXIMISE USE OF AVAILABLE CEC BUILDINGS	Peter Kelleher	30/03/12
SCAR003.10	PROVIDE LINKS FOR CHILDREN IN TRANSITION	Dave Watson	31/08/11

## Measures

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Risk Management			
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RCAR007	PARTNERSHIPS	Sandra Shorter	



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Risk Management			
Risk Reference	Risk Description	Risk Owner	<p>Each risk will require a supporting risk stewardship template completing. The template can be found on the Service Planning Centranet site.</p>
RCAR002	COMMISSIONING	Sandra Shorter	
RCAR003	COMMISSIONING	Sandra Shorter	
RCAR004	CRISIS REPONSE	Sandra Shorter	

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Risk Management			
Risk Reference	Risk Description	Risk Owner	<p>Each risk will require a supporting risk stewardship template completing. The template can be found on the Service Planning Centranet site.</p>
RCAR001	DEMAND	Sandra Shorter	
RCAR007	PARTNERS	Sandra Shorter	

## Workforce Development

*NB: The full Workforce Development Plan template should be downloaded from the Service Planning Centranet page.*

What key people management issue needs to be addressed	How will we do it?	Who will do it / what resources are required?	When will it be done by?	Which service objective does this support?	What measures of success / impact will we use?
<b>1. Developing the organisation</b>					
IDENTITY					
STRUCTURE					
COMMUNICATION					
<b>2. Developing leadership capacity</b>					
TRAINING/MENTORING/COACHING					
SUCCESSION PLANNING					
ACTING UP/PROJECT WORK					
<b>3. Developing workforce skills &amp; capacity</b>					
INDUCTION					
CORE SKILLS					
SPECIALIST SKILLS & KNOWLEDGE					
<b>4. Resourcing</b>					
PLANNED RELEASE					
ESTABLISH COSTS & AVAILABLE RESOURCES					
USING EXPERIENCE OF OWN STAFF					
<b>5. Pay and rewards</b>					
CONSULTATION ON T&CS					
RECOGNITION THROUGH ASPIRE & AWARDS					
CONSISTENCY ACROSS WORKFORCE					