

## 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
<ul style="list-style-type: none"> <li>• Develop a plan for the implementation of the strategy</li> <li>• Identify the resources needed for the implementation of the strategy</li> <li>• Establish a timeline for the implementation of the strategy</li> <li>• Monitor and evaluate the progress of the implementation of the strategy</li> <li>• Report on the progress of the implementation of the strategy</li> </ul>

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	

[illegible]

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RCAR007	PARTNERSHIPS	Sandra Shorter	



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RCAR002	COMMISSIONING	Sandra Shorter	
RCAR003	COMMISSIONING	Sandra Shorter	
RCAR004	CRISIS REPONSE	Sandra Shorter	

[illegible]

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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					