

JIP 2001/2 Action Plan Monitoring

First Quarter April – June 2001

Plan (JIP Reference)	Lead	Progress
1. £164k for home care. New contracting arrangements implemented. (1.1)	RP/DR	Budget allocated. Contracts agreed. Expect increased number of older people and increased contract hours. ( <i>NHS Plan 2% increase expected</i> ). Strategy to have block contracts for 80% of Home Care Services. Block contracts agreed with 17 agencies who are responsible for delivery home care services in geographical location. It is proposed to purchase the remaining 20% of home care service on a spot purchase basis with up to 40 agencies. Budget approx. £24Million in 2001/2. Currently £900K overspend is forecast. Action plan in place to control overspend.
2. £100k for transport. (1.1)	DR	Budget allocated. Monitoring to ensure success measure achieved. Funding will enable more older people to receive transport service and thereby have greater access to services, particularly day care. Funding will enable Transport unit to make more journeys. Also some funds for taxi services. Additional availability of transport will enable day care resources, e.g. Runwood and Quantum Care to be used more effectively.
3. £50k for rehabilitation. (1.1)	PR	Objective to strengthen rehabilitation services within Adult Care Services. PR to develop proposals in conjunction with TB and Area Managers. Options under consideration include a) seeking to develop OT post to work mainly on DFGs possibly jointly funded with District Councils b) having “promoting independence” OT who would work with the clients and home care agencies to maximise independence. Further work/discussion on proposals to be carried out.
4. £100k for equipment ongoing, plus £100k (one-off) (1.2)	SW/RP	a.) Ongoing budget allocated to purchase equipment through Home Ability. b.) Proposals for use of one-off funding agreed. Main areas are electric recliner chairs, bath lifts and wheelchair trays. SW to prepare implantation plan, including communication to Areas on this initiative.

5. £25k for Project Manager to develop integrated service in Hertsmere. (6.2)	SP	Terms of reference agreed by CJEG. Job description being drawn up. Recruitment imminent- Post advertised July 2002.
6. £120k for extra care housing. (1.4)	IC/DR	Extra Care schemes being progressed with District Councils. New builds planned in Hertsmere (Brook House site) East Herts, Three Rivers. Work continuing in other District Councils to create extra care from existing sheltered schemes.
7. Establish Direct Payment scheme older people £60k for PASS to support extension of direct payment to older people(1.5)	SW	PASS to recruit additional staff. Service level agreement required. Two additional staff appointed. Service Level Agreement drawn up. Four older people receiving Direct Payments. Training of staff in new procedures scheduled for October. Work underway to consolidate ongoing funding with PCT's now that Joint Finance funding ceased.
8. Benefit take-up project Money Advice. (1.6)	GV	Continuation of outreach take-up project. 6WTE Advisors and 4.5 WTE interviewers. Focus on Attendance Allowance and Income Support. Individual work with clients, plus training and projects with other agencies. First quarter (April-June 2001) information shows 308 clients assessed. 215 successful claims for attendance allowance; 138 Income Support awards and 138 Housing Benefit and Council Tax benefit awards. Total benefit gain over 52 weeks £920,483.
9. £400k from carers breaks grant. (2.1)	TA	Proposals agreed as follows. Being implemented. Monies for Flexible respite -63k.incl post in Contracts Unit. Post being hayed, recruiting shortly. Care at Home 100k.Money provided to vol. orgs to deliver respite services to their members/client groups. Day Care (ethnic minority) 80k to support lunch club /day services in South West and North Herts. Services in South West up and running, plans for NorthWest under discussion and Other day care £500. monies allocated to Heather club. Crossroads 160k approx. allocated as per previous years . However, Crossroads using last years underspend so likely underspend. New Flexibilities 20k Proposals drawn up to pilot carers services. Proposals agreed by Board July 2001.

10. 100k to strengthen assessment and care management for carers assessment	TA	Creation of posts of carer co-ordinator Jd/Person Spec drawn up, post being hayed. Staff to be recruited from Sept/Oct, to be managed by lead Team Managers. Post holder to be local expert on carers issues, with close working link to Carers in Herts and Policy Officer (Users and Carers).
11. £26k for Age Concern Herts for advocacy services. (Work on ongoing funding now Joint Finance has gone to PCTs) (2.2)	PR	Service level agreement drawn up. Funding allocated. Joint work with Age Concern to ensure ongoing funding is secure (this project also receives £60K joint finance which is the subject of PCT review).
12. £50k for Herts Direct web development. (2.2)	SP	<p>Project worker recruited. Project plan agreed. Project worker recruited since 1<sup>st</sup> April to work on ACS Website Development Plan. Aim to create a “community gateway” so that people can find out about services and how to apply for them, ie to offer electronic delivery of all interactions that are legally permissible.</p> <p>On line application forms and feedback forms “simple transaction are being set up now, while more complex self-referrals will depend on the timescales for developing Oracle. Initial aim to set up a basic on-line form for clients/professionals which will be sent electronically to Herts Connect only. Further expansion is dependent on progress with Oracle. Long term aim develop “extra net” to enable other professionals to share data with a Website Development.</p> <p>Two-way interaction – first stage – live by end-September</p> <ul style="list-style-type: none"> <li>• Making a complaint, a compliment or a comment</li> <li>• Ordering a leaflet or a factsheet</li> <li>• Requesting equipment to be collected</li> <li>• Applying for a disabled parking badge</li> <li>• Giving feedback on the Best Value Review on Older People with Mental Health Problems</li> </ul>

		<p>Two-way interaction – second stage – live by end-December</p> <ul style="list-style-type: none"> <li>• Requesting an assessment</li> <li>• Making a carer’s self assessment</li> <li>• Being consulted about service planning</li> </ul> <p>Also, further work taking place on:</p> <ul style="list-style-type: none"> <li>• internal structure for prioritising and leading on web development in a group of “stakeholders” linked to Community Information Management Unit and Herts On-line web project team</li> <li>• gateway team of hands on staff for inputting website pages</li> </ul>
13. Service provision strategy for black elders. (2.2)	TB/SH	Process underway. Meetings of Project Group July, August, September.
14. Draw up charter “Better Care Higher Standards”. (2.3)	DC	Last years charter is being amended for accuracy. Will also include a report setting out user and carer views on how we have done against last years charter. Difficulties in getting broad District Council, PCT, Health Authority commitment to this. Charter and report to be produced and put on web but will not meet end of June deadline.
15. £100k one-off enhancement for physical improvements to access. (2.4)	DR	Process underway. Survey of buildings being carried out. 29 surveys carried out by AMEY (surveys paid for from Property budget) to ensure meeting Disability Discrimination Act. Aim to identify high priority improvement to physical access to and decoration of buildings. Surveys to be complete by end of July. Decisions then made a priority list of improvements. Building/Decoration work to take place September-March 2002.
16. £250k to fund more residential and nursing home placements. (3.1)	RP/PR	Annual placement profile drawn up. Bi-monthly allocations. Tripartite numbers for hospitals agreed. These have not formally been shared with Health.
17. £200k for community emi service (this is funded from 2000/1). (3.2)	PR	Proposals agreed. 11 additional support workers to work with older people with mental health problems and their carers. Service Level agreement to be drawn up. Implementation plan being formulated. Recruitment established for October/November with Hertfordshire Partnership Trust.

18. £50k for other community emi services (this is funded from 2000/1). (3.2)	PR/Sally Hickman	Best Value review EMI services being carried out later in year. Funding available to meet service priorities.
19. Change to funding of nursing home care/preserved rights. (4.1)	RP	New regulations. All areas aware of changes and implications. Guidance from DOH awaited. SP to convene action group to ensure plans in place for April 2002 changes.
20. Changes to continuing care arrangements. (4.2)	DC/PR/Mark Jarvis	New management arrangement in the process of being established. Co-location of HA staff. Review of criteria and processes taking place.
21. Development of single assessment process. (6.1)	DC/Mark Jarvis	Joint multi agency work as part of NSF implementation plan taking place. Some delay as awaiting guidance from DoH. New group reviewing work previously done in Herts, and elsewhere to develop outline model.
22. £25k for development of integrated equipment services for older people. (1.2)	SP	Project plan drawn up. Recruitment underway. Post advertised mid-July. Interviews scheduled mid August.
23. Integration of Admission Prevention services HSCCs. (6.3)	Adrian Smith/PR/Mark Jarvis	Establishment of Multi agency Project Steering Group for HSCC to oversee development of this project. This will explore possibility of integrating POA and HSCC services. Also a multi agency NSF sub group established to explore possible development of pooled budgets. JEG to be asked for view on development of pooled budget for HSCC/POA services.
24. £100k one-off to support new initiatives for vol. Orgs. to develop preventative services. (6.4)	DR	100K funding now allocated. Three priority areas: a) support for carers b) prevention work in the community with older people c) improving employment opportunities for people with special needs
25. Joint work with P&V sector to develop services. (6.5)	TB/DR/PR	An NSF sub group has met to explore how to maximise role of independent sector, in terms of provision of intermediate care services. Terms of reference of group agreed. Immediate work to gather information on demand analysis and service provision in Herts and to consider models of provision elsewhere.
26. Review of MOW Arrangement	DR	Review carried out. Report considered by ACS Management Board. Report circulated to District Councils. To be considered as part of the Best Value Review of Older Person Service 2002/3.

