

## Vision for Adult Social Care – Action Plan

### Aim 1: Improved Health and Emotional Well Being

<b>Impact on User or Family Carer</b>	We want to provide support and opportunities for individuals, groups and communities to have more control and influence over their health and emotional well being. A focus on prevention will be central.
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Ref	Action	Lead	Outcome	Progress and Monitoring	Strategic Link
1.1	The Council will join the voluntary sector and others to agree how to use opportunities to publicise information about services and facilities. This will include information in a variety of accessible formats and build on existing good practice.	Head of Business Strategy and Support/Head of Libraries and Arts	The effectiveness of information provision to support control and wellbeing is kept continually under review.	The Office for Disability Issues Report on producing accessible Information for disabled people will be used.  Older People's Strategy monitoring	National Indicators 7, 132 Older People's Strategy Joint Strategic Needs Assessment
1.2	The Council will include a regular feature in Council News on where and how information about services can be found. This will include information about services for family carers.	Head of Business Strategy and Support	More opportunities to provide the information needed to support control	The development of the Disabled-Go website will assist.	NI 132
1.3	Gateshead Housing Services will ensure that the Home Choice scheme is accessible and user-friendly for elderly people, residents with special needs and their family carers.	Head of Housing Services	Independent living and inclusion promoted through easier access to housing services	The Housing Strategy will include extending and monitoring this action across all housing providers Social work teams will also monitor the impact on service users.	NI 133  Housing Strategy
1.4	The Council will promote the use of IT by older people through inter-generational events, and linking local schools with supported housing schemes, to pass on skills. There is	Head of Adult Care Services  Head of Adult	More older people have access to information and linkages through IT.	Older People's Strategy monitoring  Older People's Strategy monitoring	NI 132  Older People's Strategy

<b>Ref</b>	<b>Action</b>	<b>Lead</b>	<b>Outcome</b>	<b>Progress and Monitoring</b>	<b>Strategic Link</b>
1.4	existing good practice to build on. The forthcoming switch to digital signals will be used to disseminate IT opportunities through television sets.	Care Services	More older people have access to information and linkages through IT.		NI 132  Older People's Strategy
1.5	The Council will ensure that its consultation processes are meaningful and that users and carers are involved in commissioning the services delivered to them.	Head of Service Strategies and Commissioning	More personalised and user-directed services	Monitoring and review of Council and CBS Involvement Strategies. Policy for users and carers expenses in place Monitored by the Involvement Forum and the LINK.	NI 127  Council and CBS Involvement Strategies
1.6	In view of the gap between need and resources for home adaptations the Council will lobby at national levels for an increase in resources and a review of how this key area is to be funded over the coming years.	Director of Adult Social Care And Housing	Improved well-being through greater support for independent living	Government announcements on grants and funding arrangements	NI 133  Joint Strategic Needs Assessment
1.7	The Housing Company register of adapted properties will be promoted in the housing market .	Head of Housing Services	Independent living promoted through better use of resources	Regular review and update of the Housing Strategy.	NI 133 Housing Strategy.
1.8	The Council will explore with BME groups how to resource and train interpretation and liaison workers from their communities.	Corporate Equalities Working Group	Inclusion through better communication with harder to reach groups in the community	Monitored through the Diversity Forum, Corporate Equalities Working Group Action Plan, Community Cohesion Strategy	NI 132  Community Cohesion Strategy
1.9	Services that do not require assessment and that can have early warning or preventative effects will be an important part of Council strategic planning, building on current good practice.	Head of Service Strategies and Commissioning	There are alternatives to entry to acute or specialist services where this can be avoided.	Monitored through commissioning strategies.	NI 119, 132  Joint Strategic Needs Assessment
1.10	The Council will continue to work with partners	Head of	Reduction in avoidable	Monitored through the Council	NI 119,120, 137

Ref	Action	Lead	Outcome	Progress and Monitoring	Strategic Link
1.10	to address the inequalities in health and life chances between different wards in Gateshead.	Communities and Neighbourhoods/ Director of Public Health	mortality and illness over time.	Health Overview and Scrutiny Committee and the Health and Social Care Partnership.	Review of Health Inequalities in Gateshead
1.11	The Council and partners will continue with the wide variety of smoking cessation programmes being made available in Gateshead, particularly in the deprived areas.	Head of Communities and Neighbourhoods/ Director of Public Health	Reduction in avoidable mortality and illness over time.	Monitored through the Local Area Agreement	NI 123  Review of Inequalities in Health in Gateshead
1.12	The Council will use the Area Forums to spread awareness of these Aims, help to engage communities with them and map progress.	Head of Communities and Neighbourhoods	The Action Plan aims are owned by local Forums and service providers.	Links being made to Area Forum agendas.	NI 4

## Aim 2: Improved Quality of Life

<b>Impact on User or Family Carer</b>	Our aim is for more people, including family carers, to participate in their communities, have work and leisure, and the opportunity to feel fulfilled and valued
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Ref	Action	Lead	Outcome	Progress and Monitoring	Strategic Link
2.1	The use of Self-Directed Support will be promoted as a valued way to take part, use facilities and services. This will include access to transport.	Head of Service Strategy and Commissioning	Greater participation based on more personalised services and user choice.	Review and monitoring of Individual Budgets pilots and the use of Direct Payments.	NI 130  Individual Budget Pilot Programme
2.2	The Council will establish a minimum standard of what access (for all disabilities) to buildings means; enforce this where it has any influence over a building, and promote it among other organisations.	Director of Adult Social Care And Housing Director of	Improved inclusion and participation through better access to buildings, activities and services.	Disabled-Go website project will assist  Gateshead Access Panel has agreed to participate and monitor	Equalities Standard Level 3 Action Plan  Equalities

<b>Ref</b>	<b>Action</b>	<b>Lead</b>	<b>Outcome</b>	<b>Progress and Monitoring</b>	<b>Strategic Link</b>
2.2		Adult Social Care And Housing			Standard Level 3 Action Plan
2.3	The Council will carry out a comprehensive review of its policies and procedures for home adaptations, to improve the service for people with disabilities and their families.	Director of Adult Social Care And Housing/Head of Housing Services	Improved quality of life through better conditions for independent living.	Equality Impact Needs Assessment Gateshead Access Panel has agreed to participate and monitor	Equalities Standard Level 3 Action Plan
2.4	The responsiveness of the Housing Company repairs service to the needs of vulnerable tenants will be reviewed.	Head of Housing Services	Improved quality of life through better conditions for independent living.	Monitored through Housing Services Quality Assurance systems.	NI 127, 133 Housing Strategy
2.5	Evening activities are prized by service users and this will be taken up by commissioners. The use of schools and community centres for evening activities, drop-ins and information sources will be explored.	Head of Service Strategy and Commissioning	Increased participation in activities, and wider circulation of information Increased participation in activities, and wider circulation of information	Links are being made with the Extended Schools projects and the Community Centres Strategy	Community Centres Strategy Joint Strategic Needs Assessment
2.6	The Council and its contractors will aim to ensure that vehicles, wheelie-bins and recycle boxes are not left as obstacles on pavements, and that road signage too is not an obstacle for visually impaired residents.	Neighbourhood Services Manager	Reduction in the physical obstacles to community participation by residents with visual impairments	Street Services are liaising with the Visually Impaired Forum about issues. Area Forums can monitor.	NI 5
2.7	The Council will raise and address public transport issues that affect how older or disabled people can use services and facilities.	All Heads of Service	Increased participation in activities through better access to and confident use of public transport	Gateshead Access Panel is advising transport providers. Contact with user groups.	NI 175 Joint Strategic Needs Assessment Older People's Strategy
2.8	The Council will develop a rehabilitative	Director of	Increased capacity for	Monitored through user and carer	NI 125

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2.8	service to improve access to services available in the home.	Adult Social Care And Housing	and quality of independent living.	groups and Care Management Teams.	
2.9	The Council will invest in specialist assessment arrangements for younger adults with disabilities.	Director of Adult Social Care And Housing	Independent living following discharge from specialist hospital care is progressed sooner.	Monitored through user and carer groups and Care Management Teams.	NI 132

### Aim 3: Making a Positive Contribution

<b>Impact on User or Family Carer</b>	We want to enable people, including our most vulnerable adults, to contribute to their community, family and friendships
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Ref	Action	Lead	Outcome	Progress and Monitoring	Strategic Link
3.1	Access to appropriately supported further education is highly valued by adults with special needs and older people. Therefore the Council will work with local providers to aim to ensure that a wide range of courses and support are available. It will also lobby for flexibility in courses so that they can accommodate fluctuating mental and physical health conditions.	Head of Adult Learning	More older people and vulnerable adults are equipped to contribute to their communities	Older People's Strategy monitoring and contact with user groups.	NI 119, 127 Older People's Strategy Joint Strategic Needs Assessment
3.2	Council literature will contain positive images of disabled people in mainstream jobs, and the technical support available for visually impaired people in the workplace.	Corporate Equalities Working Group	Greater awareness among employers and the public about ability and willingness to work	Monitored through Equalities Standard Level 3 Action Plan	Equalities Standard Level 3 Action Plan
3.3	User-led initiatives to promote work and	Director of	More user-led and	Pathways organisation will develop	NI 6,150

Ref	Action	Lead	Outcome	Progress and Monitoring	Strategic Link
3.3	volunteering opportunities for mental health service users (such as clubhouse models) are valued, and commissioners will explore how they can be developed	Adult Social Care and Housing	Personalised services.	a business case in 2008	Joint Strategic Needs Assessment
3.4	The Council will seek ways to promote volunteering opportunities and support for people who volunteer. Where possible procedures for CRB checks will be followed without deterring people from volunteering.	Director of Culture and Communities	More older people and vulnerable adults can contribute to their communities	Volunteering Strategy launched in 2008. This will address obstacles to volunteering.	NI 6, 7, 133  Volunteering Strategy
3.5	The Council will lobby central government to avoid deterring people on benefits from volunteering due to DWP interpretations of the fitness to work rules.	Director of Culture and Communities	More people can take on voluntary work for their own recovery as well as a social contribution	CSCI Report 'Benefit Barriers to Involvement' and Commission on Volunteering 'Manifesto for Change' support this. Issue raised with the government Cabinet Office February 2008.	NI 6  Volunteering Strategy
3.6	The Council will continue to find ways to support family carers, such as individual options for short break services, and also training and employment opportunities.	Head of Service Strategy and Commissioning	Family carers can pursue ordinary lives as far as possible due to the support they receive.	CBS is securing funds to appoint a Carers Services Development Officer in 2008/09	NI 135  Carers Strategy

#### Aim 4: Increased Choice and Control

<b>Impact on User or Family Carer</b>	Our aim is that accessible information and support is available to help people to make informed decisions about how their care can best be delivered
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Ref	Action	Lead	Outcome	Progress and Monitoring	Strategic Link
4.1	Social care services will ensure that the procedures for querying and challenging professional decisions, and the independent advocacy alongside them, are known to users	Head of Service Strategy and Commissioning	More user and carer choice and control over service delivery. More user and carer	Addressed through advocacy training for the workforce, carer awareness workshops and engagement with user groups. To	NI 127, 128  Council and CBS Involvement

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4.1	and carers.		choice and control over service delivery.	be monitored through the Workforce Development Strategy and Training Advisory Groups.	Strategies
4.2	The Council will aim to ensure that independent advocates (including volunteer and peer advocates) are available across all services.	Head of Service Strategy and Commissioning	Independent support is available to promote user and carer choices in service delivery.	The CBS Review of Advocacy Services will confirm this, and Progress will be monitored by the Voluntary Sector Think Tank.	NI 127 Council and CBS Involvement Strategies
4.3	Staff training will include developing the skill to support people to make choices in terms of what is important to them, rather than a pre-determined list devised by others.	Head of Adult Care Services	More personalised services and support to make choices.	Addressed through Self-Directed Support training, and training in Outcomes for Review and Assessment, and Positive Risk Training. Monitored through the Workforce Development Strategy and Training Advisory Groups	Workforce Development Strategy
4.4	Personalisation can be challenging when, for example, people are dependent on others for going to bed and getting up. This will be a priority area for monitoring.	Head of Service Strategy and Commissioning	Progress towards personalisation is kept under continuous review	Monitored through the biannual Personal Social Services User Surveys, and contract monitoring	NI 127 Workforce Development Strategy
4.5	Assessments will be flexible and able to account for changing circumstances without having to be redone.	Head of Service Strategy and Commissioning	More personalised services and support to make choices.	Addressed through Self-Directed Support training, and training in Outcomes for Review and Assessment, and Positive Risk Training. Monitored through the Workforce Development Strategy and Training Advisory Groups	NI 127 Workforce Development Strategy
4.6	The Council recognises that an expansion of Self-Directed Support will need to be matched by an expansion of independent brokerage services to ensure that opportunities for	Head of Service Strategy and Commissioning	The Infrastructure is there to support user-controlled services	Monitored by the Individual Budgets Pilot and the Voluntary Sector Think Tank	NI 130 Vision 2030 Individual

Ref	Action	Lead	Outcome	Progress and Monitoring	Strategic Link
4.6	Service users are fully developed.	Head of Service Strategy and Commissioning	Monitored by the Individual Budgets Pilot and the Voluntary Sector Think Tank		Budgets Pilot

## Aim 5: Freedom from Discrimination and Harassment

<b>Impact on User or Family Carer</b>	We will promote equality through showing respect for all, providing personalised services and promoting the equalities agenda for everybody
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Ref	Action	Lead	Outcome	Progress and Monitoring	Strategic Links
5.1	All schools in Gateshead will include disability awareness and understanding, and respect for all minorities, as a part of citizenship preparation.	Inclusion Inspector	Greater respect in society for people with disabilities and minority groups.	Each school has a Disability Equality Scheme in place and they will be monitored through the initial period 2007-11.	NI 54 Disability Equality Scheme
5.2	Disabled children will be integrated in mainstream schools wherever possible, so that others appreciate their needs and abilities and they can form local friendship networks.	Head of Access and Inclusion	Greater respect in society for people with disabilities and minority groups.	The Special Educational Needs Inclusion Strategy will promote inclusion and integration. Issues to be considered in all new school building designs.	NI 54 SEN Inclusion Strategy, Children and Young People's Plan
5.3	The Council will review how it communicates with adults who are vulnerable or who have special needs to ensure that the required variety of formats is used.	Corporate Equalities Working Group	Inclusion through better communication with harder to reach groups in the community.	The Office for Disabilities Issues research document will assist.  Equalities Standard Level 3 Action Plan	NI 127  Equalities Standard Level 3 Action Plan
5.4	Council literature will aim to undermine the stigma associated with disabilities, including	Corporate Equalities	Greater awareness among employers and the	Council News features on volunteers	Equalities Standard Level 3

Ref	Action	Lead	Outcome	Progress and Monitoring	Strategic Links
5.4	mental health, by providing positive images and real-life stories.	Working Group	public about people's abilities and potential.	Council News features on volunteers	Action Plan
5.5	Council services will liaise directly and routinely with BME centres and groups as a means of providing information and contact points, and of understanding community views and experiences.	Corporate Equalities Working Group	Inclusion through better communication with harder to reach groups in the community.	Equalities Standard Level 3 Action Plan	Equalities Standard Level 3 Action Plan
5.6	The Council will ensure that its services do not discriminate on grounds of age, gender, sexual orientation, race or faith.	Corporate Equalities Working Group	All communities in Gateshead can use services and activities appropriate to them	Equalities Standard Level 3 Action Plan	Equalities Standard Level 3 Action Plan

## Aim 6: Maintain Personal Dignity and Respect

<b>Impact on User or Family Carer</b>	We want individuals, family carers and communities to experience standards of care that respect them and allow them to make choices and take decisions.
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Ref	Action	Lead	Outcome	Progress and Monitoring	Strategic Link
6.1	The Council will ensure through standard setting and monitoring that clear and high standards of care are maintained in the services it provides and commissions. Each care plan will include a statement of personal care standards so that service users and their families know what they should expect.	Head of Service Strategy and Commissioning	Users, carers and their families are aware of the high service standards they should expect.	This will be based on current Initiatives such as the Learning Disability Quality Group	NI 128 Vision 2030
6.2	The Council will involve people with disabilities in monitoring and inspecting services for people with disabilities.	Head of Service Strategy and	More personalised and user-directed services	This has begun through the Supporting People Programme. Progress to be monitored through	Council and CBS Involvement

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6.2	The Council will involve people with disabilities in monitoring and inspecting services for people with disabilities.	Commissioning	More personalised and user-directed services	the Involvement Forum.	Strategies
6.3	When services are changed the Council will aim to see that the user friendship networks that have been built around them are kept.	Head of Adult Care Services	Friendship networks provide mutual support for service users.	Monitored through feedback from user groups and support workers	Vision 2030
6.4	The Council will learn from the good practice of other organisations regarding communication with customers who have sensory impairments.	Corporate Equalities Working Group	Inclusion through better communication with harder to reach groups in the community.	Gateshead Strategic Partnership to promote the sharing of good practice across all partners.	NI 127 Vision 2030
6.5	Council Customer Services will review how to make first points of contact positive for people whose first language is not English	Corporate Equalities Working Group	Inclusion through better communication with harder to reach groups in the community.	Equalities Standard Level 3 Action Plan	Equalities Standard Level 3 Action Plan
6.6	The Council will review the concessionary leisure cards application process for people eligible because of permanent conditions.	Head of Sport And Leisure Services	A more personalised service.	Feedback from user and carer groups	Vision 2030
6.7	The Council recognises that it is vital to fully involve staff as well as users and family carers in change and how services respond to it.	All Heads of Service	New ways of working are effective due to genuine ownership by staff.	Monitored through biannual MORI staff surveys	Vision 2030
6.8	The Council will continue to support and develop partnerships (e.g. the Diversity Forum, the Deaf and Disability Partnership, and the LGBT Group), particularly with groups and communities not currently involved.	Corporate Equalities Working Group	All communities in Gateshead have a voice in implementing the Vision aims.	Equalities Standard Level 3 Action Plan monitoring.	Vision 2030 Community Cohesion Strategy

## Aim 7: Economic Well Being

<b>Impact on User or Family Carer</b>	We will increase the opportunities for people to improve their financial circumstances
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<b>Ref</b>	<b>Action</b>	<b>Lead</b>	<b>Outcome</b>	<b>Progress and Monitoring</b>	<b>Strategic Link</b>
7.1	The Council recognises the large sums of benefit money unclaimed by eligible older or disabled people due to lack of awareness, pride, or problems with claim forms. It will seek additional resources and work with partners to address this by expanding current good practice.	Head of Business Strategy and Support	Greater participation and inclusion through improved financial circumstances.	Monitored through the Older People's Strategy Action Plan	Older People's Strategy Action Plan
7.2	Positive images of disabled people in work will be promoted in Council literature	Corporate Equalities Working Group	Greater awareness among employers and the public of abilities and desire to work.	Monitored through the 'Work is an Option' Strategy and the Deaf and Disabled Staff Forum	'Work is an Option' Strategy
7.3	College courses for students with special needs will be linked as part of their individual plans to job finding and workplace support.	Head of Adult Care Services	Sustainable employment as an alternative to benefits	Monitored through the 'Work is an Option' Strategy	NI 146, 150 'Work is an Option' Strategy
7.4	The Council will seek to be an exemplary employer and provider of opportunities for disabled people, and to ensure flexible working arrangements and job sharing.	Corporate Equalities Working Group	Greater awareness among employers and the public	Monitored through the 'Work is an Option' Strategy and the Deaf and Disabled Staff Forum	NI 146, 150 'Work is an Option' Strategy Human Resource Framework
7.5	The Council will develop social enterprises and support for people into appropriate work, and link work to care plans.	Head of Adult Care Services	Sustainable employment as an alternative to benefits	Monitored through the 'Work is an Option' Strategy	NI 146, 150 'Work is an Option' Strategy Joint Strategic Needs Assessment

<b>Ref</b>	<b>Action</b>	<b>Lead</b>	<b>Outcome</b>	<b>Progress and Monitoring</b>	<b>Strategic Link</b>
7.6	In supported housing the Council will plan schemes in terms of owner occupation and shared ownership as well as tenancies.	Head of Housing Services	Changes in life circumstances need not mean the end of property ownership	The regular review and update of the Gateshead Housing Strategy and the Older People's Housing Strategy will include this action.	Housing Strategy Older People's Strategy