

## 2009/10 NATIONAL INDICATOR DELIVERY PLAN CONTRIBUTING TO THE LOCAL AREA AGREEMENT

### Section 1: Performance Indicator Details

(i) Indicator number:	LAA 20 (NI 130)			
(ii) Indicator description:	Social care clients receiving self directed support			
(iii) This Delivery Plan directly supports the following:				
LAA Priority:	Adult Health & Wellbeing			
SCS Theme:	<ul style="list-style-type: none"> <li>Improving local health and well-being;</li> <li>Addressing the key issues surrounding our ageing population.</li> </ul>			
APB Action Plan: (if applicable)				
(iv) NIS Indicator:	Baseline	773 people	Target 2009/10	30% (2,830 people)
			Target 2010/11	60% (5,660 people)
(v) APB Action Plans: (if applicable)	Baseline	Target 2009/10	Target 2010/11	
Chester	191	760	1520	
Ellesmere Port	158	600	1200	
Northwich & Rural North	160	620	1240	
Winsford & Rural East	158	600	1200	
Rural West	93	250	500	
Out of Authority Area/No Postcode	13			

### Section 2: Responsible Officers and Organisations

(i) Lead Partner Officer & Organisation:	Di Dunkerley (CW&C)
(ii) Designated Performance Manager:	Chris Jennings (CW&C)
(iii) Data Systems Officer:	Chris Lawday, Anita Mulligan (CW&C)
(iv) Other Key Partners:	Centre for Independent Living (CCIL) Age Concern

### Section 3: Key Delivery Plan Risks

Description of risk:	Mitigating actions:	Net score	Risk owner (name, organisation)
Operational staff are not equipped to promote or offer Personal Budgets and Direct Payments as the first option	Staff briefing and training. Staff guidance. Practice focussed forum meeting on regular basis.	4	Jane Evans (CW&C)
The system which staff are	Every effort made to ensure	12	David Hamilton

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required to use to record activity becomes more complex resulting in reporting failures and a distorted return plus a frustrated work force.	simplified systems and reduce the burden on staff of computer loading and transfer of information from one system to another.		(CW&C)
Provider services don't flex to respond to new way of working (providing personalised services)	Provider briefings and development initiatives.	6	Karen Greenhalgh (CW&C)

### **Section 4: Equality Impact Assessment**

Should a full Equality Impact Assessment (EIA) be carried out? (Mark with an X in the appropriate box)	Yes:	X	No:	
If 'No' please state why:				

### **Section 5: In-year Targets**

IN-YEAR TARGET DESCRIPTION	Indicate figure to be achieved per quarter		
	Q2	Q3	Q4
LAA Level (Add more rows below if needed)			
Increase numbers of those with a Personal Budget including a Direct Payment	400 (1,173)	600 (1,773)	1,057 (2,830)
APB Level (Add more rows below if needed)			

### **Section 6: Measurable Milestones and Actions**

MEASURABLE MILESTONE/ACTION	Please mark X in relevant quarter in which this will be achieved		
	Q2	Q3	Q4
LAA Level (Add more rows below if needed)			
Member approval to introduction of Personal Budget offer (achieved)	X		

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Staff briefing training	X		
`Tools' underpinning the process developed and shared with staff	X		
System changes scoped and implemented which support the processes. This includes changes to the PARIS system		X	
Further specific staff training planned concerning the many aspects of personalisation	X		
Develop staff guidance pack which is accessible and easily updated	X		
Engage with the wider market to share understanding, encourage an appropriate and positive response	X		
Build on existing Support and Brokerage services and expand on these and on the range of types of service available		X	
Include carer activity which is ongoing and fits with PB definition	X		
Include Community Equipment Service activity which does conform to a PB and its definition.	X		
Monitoring mechanisms in place and reporting to DMT, teams and providers	X		
APB Level (Add more rows below if needed)			

**Section 7: Sign Off**

<p>I certify that I have examined this delivery plan and that to the best of my knowledge and belief:</p> <ul style="list-style-type: none"> <li>• The procedures for monitoring and managing performance against targets are robust, supported by adequate systems of internal control and are reliable to support information submitted</li> <li>• The data has been produced in accordance with the current definition and guidance</li> </ul>	
<p><b>Lead Partner Officer:</b></p>	<p>Print name here:                      Sign and date:</p> <p><b>DI DUNKERLEY</b></p>
<p><b>Thematic Board Chair:</b></p>	<p>Print name here:                      Sign and date:</p>

Please return this form to the person named below. If you require any assistance with the completion of this form please contact XXX on telephone XXX or email [XXX@cheshirewestandchester.gov.uk](mailto:XXX@cheshirewestandchester.gov.uk)

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