

Southend-on-Sea Borough Council

Agenda
Item No.

Report of
Executive Director (Adults & Communities)

To

Cabinet

On

14 June 2022

Report prepared by
Benedict Leigh (Director of Commissioning) &
Tracey Schneider (Lead Commissioner Adults)

Adult Social Care Strategy Action Plans

Relevant Scrutiny Committee - People
Cabinet Member: Councillor Kay Mitchell (Caring Well, Living Well, Aging Well) /
Councillor Laurie Burton (Caring Well)

1. Purpose of Report

- 1.1. This report sets out the proposed action plans for year one (2022/23) for the three Adult Social Care Strategies - Aging well, Living Well and Caring Well.
- 1.2. The action plans set out the detail actions in this year that will deliver the longer term strategies. The action plans have been coproduced with people with lived experience who use the services in Southend.
- 1.3. These strategies were approved by full council on 22nd February 2022, <https://democracy.southend.gov.uk/ieDecisionDetails.aspx?AllId=13339>

2. Recommendations

- 2.1. That Cabinet approve the 2022/23 annual action plans for the three social care strategies
- 2.2. That Cabinet agree to review a December update on progress which can also be published with updates and amendments to prepare the baseline for subsequent yearly action plans.

3. Background.

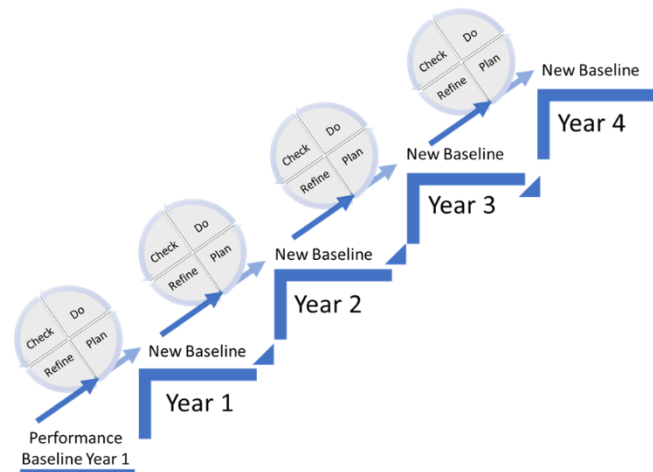
- 3.1. The Three Adult Social Care five-year strategies were published in January 2022. After the strategies were agreed SCC carried out the actions as set out in the documents.
- 3.2. We established partnership groups to develop and manage action plans, ensuring Health, Social Care, Providers, and people who use service are represented.
- 3.3. We produced an annual action plan for 2022/23 for each strategy ensuring:
 - Links to other workstreams and strategies, such as the Health and Wellbeing strategy.

- Development of a standardised process for ongoing engagement and co-production and build on these open discussions.
- Work to establish a baseline of where we are now to allow us to monitor progress on where we want to get to by 2027.

3.4. The yearly action plan process 2022 to 2027 is designed to be progressive

3.5. Impact will be assessed by using the following systems

- Measuring key performance indicators
- Obtaining stakeholder feedback which allows us to view initial successes and challenges
- Evidence of change resulting from expected impact



4. Co-Production

- 4.1. Coproduction takes time to get right and to move forward and all three strategies and action plans have the commitment to further develop true coproduction as a part of ongoing work and further development of actions and activities.
- 4.2. As a priority of each of the three action plans, as we progress into the action stage, we wish to have resident members on the Partnership boards as well as a mechanism for ongoing wider engagement and focus groups for specific activities.
- 4.3. The process of true coproduction to date has been challenging, however it has been agreed that a test and learn co-production approach for the Council, sitting under the Head of Communities role, will support facilitate co-production in the Partnerships and in the development of the action plans and reviews. This will enable us to fully achieve blank page coproduction within the action plan process.

5. Caring Well Strategy, Partnership Group and Action plan

- 5.1. Much of the work in the attached action plans is to establish a baseline and greater understanding to allow measurement and monitoring for progress.
- 5.2. The Caring well strategy is a joint strategy with Health colleagues, the partnership group currently has membership across Health, Social Care, Public Health, Children's Services, Housing Team, Economic Development and Other SCC departments, Local Provider groups, commissioned services
- 5.3. Carers have been met and approached to join the group, and as yet, their engagement has been more remote via engagement, however two carers have since agreed to join the membership and feed back to their peer support groups.
- 5.4. Other carers have agreed to attend focus groups on specific subjects from the draft action plan.
- 5.5. The action plan is set out in Appendix A

6. Aging Well & Living Well Strategies, Partnership Group and Action plans

- 6.1. Much of the work in the attached action plans is to establish a baseline and greater understanding to allow measurement and monitoring for progress.
- 6.2. We have combined the Aging and Living well partnership meeting, the rationale for the combining was due to many of the priorities having similar themes albeit the outcomes and process as we move forward may be different. This will be reviewed as we move into the action phase and adapted as needed considering any subgroups or focus areas.
- 6.3. The intention is to manage this consultation in summer 2022 to allow a baseline to be obtained and from there we can plan specific actions moving forward and revisit the consultation in Summer 2024 & Summer 2026 to understand progress. The consultation will be coproduced with people with lived experience.
- 6.4. The partnership group currently has membership across Health, Social Care, Public Health, Children's Services, Housing Team, Housing providers, Economic Development and Other SCC departments, Local groups, Providers across commissioned and non-commissioned services (Nominated to represent the market)
- 6.5. Engagement has been more remote via engagement via providers and local groups; however, the plan is to have resident membership on the boards as well as a mechanism for ongoing wider engagement and focus groups for specific activities within the action plans.
- 6.6. The action plans are set out in Appendix B & C

7. Corporate Implications

7.1. Contribution to the Southend 2050 Road Map

The Action plans will contribute towards all five outcomes of Southend 2050

- Pride and Joy
- Safe and Well
- Active and Involved
- Opportunity and Prosperity
- Connected and Smart

7.2. Financial Implications

None at this point

7.3. Legal Implications

None

7.4. People Implications

None

7.5. Property Implications

None

7.6. Consultation

All three strategies followed a process of co-production engagement and design, the year 1 action plan process contains requests for further consultation with residents. Resident members to join the partnership groups is an action in progress

7.7. Equalities and Diversity Implications

The priorities in the Strategies and subsequent action plans, have been co-produced and are specifically designed to promote equality, tolerance and understanding between people of all ages and to break down barriers to participation of underrepresented groups in the community.

No Equality and Diversity Issues have been identified to date, review of activities will be ongoing through the partnership board.

7.8. Risk Assessment

There are minimal risk factors associated with the action plans and delivery. Under delivering is the biggest risk attached. This is mitigated by ensuring where possible that the activities are adopted as part of the development of business-as-usual culture as opposed to stand alone projects.

7.9. Community Safety Implications

None

7.10. Environmental Impact

None.

8. Background Papers

- 8.1. These strategies were approved by full council on 22nd February 2022, <https://democracy.southend.gov.uk/ieDecisionDetails.aspx?AllId=13339>

9. Appendices

Appendix A – Joint All age Caring Well Strategy Action plan 2022-23
Appendix B - Ageing Well Strategy Action plan 2022-23
Appendix C - Living Well Strategy Action plan 2022-23

Appendix A

Caring Well Partnership Group – Draft - Action Plan 2022

SCC- Southend City Council, CCG – Clinical commissioning Group

(Please note * Indicates this is an 'I' or a 'We' Statement from Making it Real, TLAP)

Ref	Priority Area	Task	Timescale & lead	Output	Outcome	Impact – what good looks like
CW01	Links.	Links to other Health and Local authority strategies and projects.	Ongoing Chairs of the group.	Understand what strategies and Projects are in existence and what work is already in progress.	Dovetailing with the other work projects rather than duplicating, maximising resources, and reach, reducing gaps in activity.	We have ensured reduced duplication and are maximising resource available.
CW02a	Coproduction and Engagement development.	To produce a coproduction and engagement pathway document	Aug 2022 Lead Commissioner, Head of Communities SCC.	Final co-produced coproduction and engagement document.	An agreed mechanism for engagement and coproduction within this partnership group.	We have Resident members active on the partnership group and engagement with wider Southend residents.
CW02b		To have Your Say Southend Carers page up and running	Aug 2022 Lead Commissioner & Communication team, SCC.	A page for two-way conversation with Southend residents allowing input into the wider work.	Ongoing engagement and closing the loop and feeding back to those who contribute.	We have an active page with information and discussion.
CW03a	Identifying, respect & valuing carers. Awareness raising with professionals and the wider population.	Increase Registration of carers in primary Care.	Ongoing CCG - Commissioning Manager.	An increase in numbers of Carers registered.	Wider identification and consideration in GP care.	*I can get information and advice about my health and how I can be as well as possible – physically, mentally and emotionally.
CW03b		Increase Carers GP Health Checks.	Ongoing CCG - Commissioning Manager.	An increase in numbers of carers receiving a health check.	Better management of Carers Mental and physical health.	We promote routine checks and interventions into carers health.

Ref	Priority Area	Task	Timescale & lead	Output	Outcome	Impact – what good looks like
CW03c		Development of events and social media for Carer's week and other important dates.	June 22 Partnership Group – All.	An increase in general awareness.	More understanding in the wider community.	*We look for ways to involve people in their communities where they feel included and valued for their contribution.
CW03d		Exercise and Engagement with the youth council re young carers.	June 22 Lead commissioner (SCC).	An increased awareness in youth.	Potential youth council lead for young carers.	*I have people in my life who care about me – family, friends and people in my community
CW04a	Information and Support	Advice and guidance on discharge from hospital.	April 2022 Carers First.	Dynamic (updatable) Discharge booklet for Southend Hospital.	Carers have more control and advice in regards the current discharge processes.	*I can get information and advice that is accurate, up to date and provided in a way that I can understand.
CW04b	Information and Support	Ensure young people have access to Information and advice.	Ongoing Early Help partnership.	Increased information available for young carers.	Increased information available for young carers	*I can get information and advice that helps me think about and plan my life.
CW04c		Live Well Digital Platform Review and Refresh	Ongoing SCC	A refreshed digital platform solution	A more responsive and easier to navigate online platform	* I can get information and advice that helps me think about and plan my life
CW04d		Ensure the Councils website pages and information available is suitable and fit for carers.	April 2022.	Stage 1 – Mobilise report and feedback on the current content.	The need to review and revise the Councils information.	*We provide free information and advice to everyone, including people who arrange or fund their own support and care.
			Oct 2022	Stage 2 – suggested content for the revised upgraded website.	Suitable content for carers on the councils' websites.	*We make sure we share information about what we do and how

Ref	Priority Area	Task	Timescale & lead	Output	Outcome	Impact – what good looks like
			Resident members, Lead commissioner & digital team (SCC).			people can access our service with other relevant organisations so we can all work more effectively.
CW05a	Carers, knowledge & understanding	Ensure Carers know what is available and how to access support.	Ongoing Commissioning Team (SCC) Carers First.	Further development of new carers contract with carers first.	Joined up delivery of support for carers.	*We work in partnership with others to make sure that all our services work seamlessly together from the perspective of the person accessing services.
		Ensure carers can develop their understanding and resilience.	Carers First	Caring Confidently Courses use of Peer Support.	Peer support for carers. Carers given advice on how best to care with confidence.	*We know it can be helpful for people to share experiences, so we encourage specialised support, peer support, self-help and self-advocacy groups
CW05b			Carers First	Use of carers star to measure carers progress in various areas.	Baseline to understand impact of change.	We can identify areas where we are achieving success and where we need to focus work in upcoming years.

Ref	Priority Area	Task	Timescale & lead	Output	Outcome	Impact – what good looks like
CW06a	Assessing carers need	Information on SCC website defining the carers offer, a social care carers assessment with a preparation guide and pre-screening questions for requests.	March 2023 Head of adult social care & lead commissioner (SCC)	Online screening questions and self-referral for a care act assessment for carers.	Carers understand a care act carers assessment and have the facility to request one if needed.	We have an increase in the number of Care act carers assessments.
CW06b		EHFS&YOS assessment/referral form. Single point of contact for Early Help.	Early help family services and youth offending services	Streamlined referrals for young carers.	Young carers are recognised and receive support.	We see support provided in a timely way to young carers.
CW06c		Adult Social Care development of Carers Assessments and support from commissioned services	Head of adult social care	Flow in the process from initial contact through to correct support. Feedback by carers on their experience of the contact and assessment to be built into the workflow process	People receiving the correct support at the correct time.	*We make sure that people can rely on and build relationships with the people who work with them and get consistent support at times that make sense for them.
CW07a	Maintaining Balance incl. •Connecting with communities •Taking a break •Health & Wellbeing	Ensuring that carers get some time to be themselves, and able to consider their own health and wellbeing and Mental Health.	Communication Team (SCC).	Community Builder/Connectors work ensured to cover carers needs.	More connecting of carers to the wider community.	*I can meet people who share my interests and have the opportunity to join and participate in a range of groups.
CW07b			Commissioning Team (SCC)	Digital and Technology exploration, what is available.	Understanding of how technology can aid in care delivery and in supporting and reassuring carers.	We enable carers to take a break from their caring role and be more confident in available technology.

Ref	Priority Area	Task	Timescale & lead	Output	Outcome	Impact – what good looks like
CW07c			Leisure & cultural team (SCC)	Development of 'Carer Experience Days'.	Availability of carer friendly activities.	*We make sure that people have opportunities to make new friends and build relationships with other people who share their interests, culture and identity.
CW08a	Helping carers stay in, enter, or return to work education or training (if appropriate)	Consider existing services and potential changes to allow carers more time to access work, education, and training.	March 2023 Lead commissioners Health & social care.	Recommendation paper linking to commissioned services from Health and social care	Understanding of the practicalities of changing commissioned services times.	*We have a 'can do' approach which focuses on what matters to people and we think and act creatively to make things happen for them
CW08b		Build links with employers to promote the needs of carers in employment – consider employment carer recognition.	March 2023 Carers First.	Employers' engagement and understanding	Employers' engagement and understanding improved in regards carers needs	*We work in partnership with others to create opportunities for people to work, both paid and voluntary, and to learn.
CW09a	Prepared for changes	Contingency Planning – raising awareness of how to plan for different stages in caring	Ongoing Carers First Head of Adult social care	Increase in number and quality of contingency plans	Carers better prepared for changes in the future, both for the carer and cared for	*I am supported to plan ahead for important changes in life that I can anticipate.
		Changes for young carers	Early help family services and youth offending services	Increase in contingency and change plans		

Ref	Priority Area	Task	Timescale & lead	Output	Outcome	Impact – what good looks like
CW10a	Integration & Partnership working to meet people's needs	Better joint working at the PCN level and work between GPS & Community services	Ongoing Health & Social Care	More joined up services	Better experience for carer and cared for	*We work in partnership with others to make sure that all our services work seamlessly together from the perspective of the person accessing services.
CW10b		Conversation as part of carers assessment	Ongoing Health and Social care	More conversations and holistic approach	Better understanding of carers needs and barriers	*We talk with people to find out what matters most to them, their strengths and what they want to achieve and build these into their personalised care and support plans.
CW10c		Carers leads in organisations to champion carers needs, ensuring carers are part of conversations as agreed with cared for	March 2023 All Members	Champions within departments across Health and social care	Carers needs championed across all services.	*We make sure people know their legal rights and responsibilities.

Appendix B

Ageing Well Partnership Group – Draft - Action Plan 2022

SCC- Southend City Council, CCG – Clinical commissioning Group

(Please note * Indicates this is an 'I' or a 'We' Statement from Making it Real, TLAP)

Ref	Priority Area	Task	Timescale & lead	Output	Outcome	Impact – what good looks like
AW01	Links	Links to National and Local strategies and projects.	Ongoing Chairs of the group.	Understand what strategies and Projects are in existence and what work is already in progress.	Dovetailing with the other work projects rather than duplicating, maximising resources, and reach, reducing gaps in activity.	We have ensured reduced duplication and are maximising resource available.
AW02a	Coproduction and Engagement development.	To produce a coproduction and engagement pathway document.	Aug 2022 Lead Commissioner, Head of Communities Resident Members.	Final co-produced coproduction and engagement document.	An agreed mechanism for engagement and coproduction within this Partnership group.	*We know how to have conversations with people that explore what matters most to them – how they can achieve their goals, where and how they live, and how they can manage their health, keep safe and be part of the local community
AW02b		To have provider representation on the group.	May 2022.	Several local providers to be in attendance	Wider view of local provision and assistance in having people's voice	We will have access to a wide scope of voices from different perspectives
AW02c		To have Your Say Southend Ageing Well page up and running.	Aug 2022 Lead Commissioner & Communication team, (SCC)	A page for two-way conversation with Southend residents allowing input into the wider work.	Ongoing engagement and and feeding back to those who contribute.	We will have an active page with information and discussion.

Ref	Priority Area	Task	Timescale & lead	Output	Outcome	Impact – what good looks like
AW03	World Health Organisation (WHO) 'Age Friendly City'	A consultation with Residents against the WHO checklist is recommended. Check list covers all priority areas.	Sept 2022 SCC Commissioning	Consultation with residents' feedback of where the Southend area Strengths and Weaknesses are.	Recognition of work needing to be undertaken in coming plans	We would have a baseline of where Southend is to date, allowing comparison in future years to show progress
AW04	Outdoor spaces and buildings-			Accessible public spaces including parks, seating, and public toilets An Audit / residents opinions would be covered under AW03, and further addressed in subsequent year action plans.		
AW05a	Transport - Transport that is age-friendly			An Audit / residents opinions would be covered under AW03 and further addressed in subsequent year action plans.		
AW05b		Awareness of concessionary fares	(SCC)	Awareness information	Increased usage of local bus service	We ensure people remain as independent as is possible
AW05c		Ensuring accessible parking standards	Parking team (SCC)	Awareness information	Increased usage	We ensure people remain as independent as is possible
AW06a	Housing- bring housing up to modern standards			An Audit / residents opinions would be covered under AW03 and further addressed in subsequent year action plans.		
AW06b		Review of individual accommodation without associated care	June 2022 Housing team	Review documents	Greater Understanding of the needs of the population to allow future work.	* I live in a home which is accessible and designed so that I can be as independent as possible

Ref	Priority Area	Task	Timescale & lead	Output	Outcome	Impact – what good looks like
AW06c		Complete an audit on all accommodation with care	June 2022 Lead Commissioner	Audit feedback	An understanding of the current provision of housing with care across Southend to allow future plans and specifications to be developed.	* We know that the place where people live, the people they live with, and the support they get, are important to their wellbeing and often interlinked. We have conversations with people to make sure we get all aspects right for them as individuals.
AW06d		Investigate use of assistive technology	Oct 2022 SCC Commissioning	Options for ongoing use of Grants, equipment, and technology	to promote independence and where applicable, reduce over provision of care	* We make sure people feel safe and comfortable in their own home, which is accessible, with appropriate aids, adaptations, technology and medical equipment.
AW07a	Social Participation-	connecting communities		An Audit / residents opinions would be covered under AW03 and further addressed in subsequent year action plans.		
AW07b		Develop the creation of local schemes such as: good neighbour's scheme.	Head of Community SCC.	Local schemes in place and active.	Harnessing volunteering opportunities.	* I have opportunities to learn, volunteer and work and can-do things that match my interests, skills and abilities.

Ref	Priority Area	Task	Timescale & lead	Output	Outcome	Impact – what good looks like
AW07c		Promote the offer of Social Prescribers and Community Builder/Connectors based in Locality Integrated Networks.	Head of Community SCC.	Awareness of Social Prescribers and Community Builders.	Building community resilience.	* We make sure that people have opportunities to make new friends and build relationships with other people who share their interests, culture and identity.
AW07d		Review the leisure activities and clubs available.	Head of Community SCC.	Understanding of use and gaps in usage.	Awareness of where there is gaps in provision and activities to address.	* I can meet people who share my interests and have the opportunity to join and participate in a range of groups.
AW08a	Respect and social inclusion	Review Current contracts and subsequent activities, ensure all new contracts include this priority area.	Nov 2022 SCC Lead Commissioner	Understanding of activities and plan to address any gaps in future commissioning.	To promote understanding and respect through positive messages about the value of older people in Southend and their contribution to the community	* We make sure that personalised care and support plans are co-produced and set out how people can be as active and involved in their community as possible, doing things that are important to them.
AW08b			SCC Commissioning and Communities leads	Understanding of activities and gaps in provision.	Increasing the opportunity for older and younger people to work together in the Borough	* We work in partnership with others to make our local area welcoming, supportive, and inclusive for everyone.

Ref	Priority Area	Task	Timescale & lead	Output	Outcome	Impact – what good looks like
AW09a	Civic participation and employment	Review Current contracts and subsequent activities	Head of Community SCC	To expand the range of opportunities for older people to get involved in volunteering or paid work.	Positive impact on mental health and wellbeing	*I have opportunities to learn, volunteer and work and can do things that match my interests, skills and abilities
AW10a	Communication and Information	Digital investigation as to what is on offer in the local areas to aid people learn to use 'online'	Nov 2022 Commissioning Lead	To understand what is available and criteria	Increased digital awareness in the older generation	* I can get information and advice that helps me think about and plan my life
AW10b		A Refreshed and improved IAG offer by	April 2022 SCC Commissioning team	To deliver an enhanced IAG holistic offer service to support and enable people to live independently.	Empowering residents to take control, make informed choices, along with maintaining their abilities, skills, and autonomy	* We provide free information and advice to everyone, including people who arrange or fund their own support and care. *We provide accurate and up-to-date information in formats that we tailor to individual needs, face to face if necessary.
AW10c		Live Well Digital Platform Review and Refresh	Ongoing SCC	A refreshed digital platform solution	A more responsive and easier to navigate online platform	* I can get information and advice that helps me think about and plan my life
AW11a	Community support & health and social care services Focus on keeping older people physically active to maintain their	Improved information and promotion of: Health checks/ Health care Falls Prevention Physical Activity Etc	Ongoing SCC	A refreshed digital platform solution	A more responsive and easier to navigate online platform	* I am supported to manage my health in a way that makes sense to me.

Ref	Priority Area	Task	Timescale & lead	Output	Outcome	Impact – what good looks like
AW11b	strength and mobility and promote positive mental health.	Reimagining the homecare style services into supporting independence services	Oct 2022 – March 24 Lead Commissioner SCC	Provision of services which focus on and promote independence and wellbeing	Decreased dependence, increase in maintaining independence in the community and positive impact on resilience and health and wellbeing.	* We work with people to make sure that their personal plans promote wellbeing and enable them to be as independent as possible.
AW11c		Redesign of the short-term assessment and reablement pathways and support models	April 2022 onwards Lead Commissioner SCC	Therapy led 'what matters to me' active recovery support goals for individuals	Increased wellbeing and independence for individuals, right sized care, self-management model	* We work with people to make sure that their personal plans promote wellbeing and enable them to be as independent as possible

Appendix C

Living Well Partnership Group – Draft - Action Plan 2022

SCC- Southend City Council, CCG – Clinical commissioning Group

(Please note * Indicates this is an 'I' or a 'We' Statement from Making it Real, TLAP)

Ref	Priority Area	Task	Timescale & lead	Output	Outcome	Impact – what good looks like
LW01	Links	Links to National and Local strategies and projects.	Ongoing Chairs of the group	Understand what strategies and Projects are in existence and what work is already in progress.	Dovetailing with the other work projects rather than duplicating, maximising resources, and reach, reducing gaps in activity.	Understand what strategies and Projects are in existence and what work is already in progress.
LW02a	Coproduction and Engagement development	To produce a coproduction and engagement pathway document	Aug 2022 Lead Commissioner, Head of Communities Resident Members	Final co-produced coproduction and engagement document	An agreed mechanism for engagement and coproduction within this Partnership group	*We know how to have conversations with people that explore what matters most to them – how they can achieve their goals, where and how they live, and how they can manage their health, keep safe and be part of the local community
LW02b		To have provider representation on the group	May 2022	Several local providers to be in attendance	Wider view of local provision and assistance in having peoples voice	We will have access to a wide scope of voices from different perspectives
LW02c		To have Your Say Southend Living Well page up and running	Aug 2022 Lead Commissioner & Communication team, (SCC)	A page for two-way conversation with Southend residents allowing input into the wider work	Ongoing engagement and closing the loop and feeding back to those who contribute	We will have an active page with information and discussion.

Ref	Priority Area	Task	Timescale & lead	Output	Outcome	Impact – what good looks like
LW02d		Consultation of Disability friendly Southend – Based on the World Health Organisation Age Friendly process	Sept 2022 SCC Commissioning	Consultation with residents' feedback of where the Southend area Strengths and Weaknesses are.	Recognition of work needing to be undertaken in coming plans	We would have a baseline of where Southend is to date, allowing comparison in future years to show progress
LW03a	Health and Wellbeing— Promoting healthy lifestyles for the adult population	Initiate local hubs at venues such as day opportunities, links to Everyone Health, Sexual health, and NHS	March 2023 Commissioning leads	Local hub-based provision for assistance and information	More readily accessible assistance in a familiar place	* We provide information to make sure people know how to navigate the local health, care and housing system, including how to get more information or advice if needed.
LW03b		Increase Health Checks for LD & MH	Ongoing CCG - Commissioning Manager SCC Commissioning Lead	An increase in the number of people attending health checks	More early identification of potential problems	* I am supported to manage my health in a way that makes sense to me.
LW03c		Instigation of new drug & alcohol services contract and funding	April 2022 Drug & Alcohol Commissioner (SCC)	New provision across Southend, A Drug and alcohol needs assessment	Refresh of services and more people accessing at an earlier stage.	*I can get information and advice that is accurate, up to date and provided in a way that I can understand
LW03d		Joint working with DWP and economic development teams to consider opportunities	March 2023 Lead Commissioner	More opportunities for volunteering and work placements	Greater self-awareness and confidence for individuals	*We work in partnership with others to make sure that all our services work seamlessly together from the perspective of the person accessing services.

Ref	Priority Area	Task	Timescale & lead	Output	Outcome	Impact – what good looks like
LW04a	Prevention, preventing people from going into Hospitals/care homes	New Information advice and guidance offer going live	April 2022 SCC Commissioning	New contract in place, this includes providing outreach hubs across the city area along with supporting people digitally and on the telephone.	Empowering residents to take control, make informed choices, along with maintaining their abilities, skills, and autonomy	* We provide free information and advice to everyone, including people who arrange or fund their own support and care. *We provide accurate and up-to-date information in formats that we tailor to individual needs, face to face if necessary.
LW04b		LD transformation work, refining pathways	Nov 2022 SCC Commissioning	Several projects across the LD pathway	Better awareness of the client's pathway and refined service delivery	* We make sure that our organisational policies and procedures reflect the duties and spirit of the law and do not inadvertently restrict people's choice and control.
		MH transformation with EPUT	Ongoing 2022.23 EPUT & Lead Commissioner (SCC)	Several projects across the MH pathway	Better awareness of the client's pathway and refined service delivery	* We work in partnership with others to make sure that all our services work seamlessly together from the perspective of the person accessing services.
LW04c		Disabled facilities grant and Equipment and technology reviews	March 2023 SCC Commissioning Lead	Review of use of existing provision	Better understanding of what is available to allow people to remain at home safely	* We make sure people feel safe and comfortable in their own home, which is accessible, with appropriate aids,

Ref	Priority Area	Task	Timescale & lead	Output	Outcome	Impact – what good looks like
						adaptations, technology and medical equipment
LW05a	Housing– Deliver health, care and housing in a more joined up way	Review of individual accommodation without associated care	June 2022 SCC Housing team	Review documents	understand the needs of the population of Southend, to allow future work	* I live in a home which is accessible and designed so that I can be as independent as possible
LW05b		Complete an audit on all accommodation with care	June 2022 SCC Commissioning Lead	Audit feedback	understand the current provision of housing with care across Southend to allow development	* We know that the place where people live, the people they live with, and the support they get, are important to their wellbeing and often interlinked. We have conversations with people to make sure we get all aspects right for them as individuals.
LW05c		Refine and deliver commissioned Transitional Supported Housing and Housing First	April 2022 SCC Commissioning Lead	New Transitional Supported Housing contracts	An offer to assist people in maintaining tenancies	*I have a place I can call home, not just a 'bed' or somewhere that provides me with care.
LW05d		Investigate use of assistive technology	Nov 2022 SCC Commissioning Lead	Options for ongoing use of Grants, equipment, and technology	to promote independence and where applicable, reduce over provision of care	* We work with people to manage risks by thinking creatively about options for safe solutions that enable people to do things that matter to them.

Ref	Priority Area	Task	Timescale & lead	Output	Outcome	Impact – what good looks like
LW06a	Community– Enable people to remain part of and active in their communities and be digitally included	Develop the creation of local schemes such as: Good neighbour's scheme.	Head of Communities SCC	Local schemes developed and are active	Harnessing volunteering opportunities	* I have opportunities to learn, volunteer and work and can do things that match my interests, skills and abilities
LW06b		Promote the offer of Social Prescribers and Community Connectors based in Locality Integrated Networks	Head of Communities SCC	Awareness of Social Prescribers and Community Connectors	building community resilience.	*We look for ways to involve people in their communities where they feel included and valued for their contribution.
LW06c		Live Well Digital Platform Review and Refresh	Ongoing SCC	A refreshed digital platform solution	A more responsive and easier to navigate online platform	* I can get information and advice that helps me think about and plan my life
LW06d		Review the leisure activities and clubs available	2022/23 Kevin Read	Understanding of provision across the city	Awareness of strength of provision. Awareness of any weakness in provision. More people made aware. More people able to refer, where appropriate. More people able to attend.	* I know about the activities, social groups, leisure and learning opportunities in my community, as well as health and care services.
LW07a	Integrated, strengths-based person-centred care—enable people to take control of their care and focus on their strengths	3 conversations method of social care intervention roll out via innovation hubs	SCC Head of Adult social care	More people accessing a strength based 3 conversation model	More people having a strength-based discussion and solution focused activities	* I am supported to make decisions by people who see things from my point of view, with concern for what matters to me, my wellbeing and health

Ref	Priority Area	Task	Timescale & lead	Output	Outcome	Impact – what good looks like
LW07b		Use of new contracts and brokerage to ensure a strength-based approach	SCC Commissioning	New contracts for service provision	Strength based approach to delivery	* We have a 'can do' approach which focuses on what matters to people and we think and act creatively to make things happen for them.