



Care Inspectorate Scrutiny Report 2012
Action Plan in Response to Recommendations - February 2013

Recommendation	Action	Lead	Deadline
<p><i>West Dunbartonshire Council and the CHCP must move quickly to implement the recent decisions on the future of its existing care homes and day services for older people. It must do so in a manner which is in line with the council's strategic priorities, including the need to "improve care for and promote independence for older people".</i></p>	<p>The Council and the CHCP will appoint a dedicated senior officer to drive the implementation of the decisions taken at the November 2012 Committee meeting, working to the timetable for delivery agreed. Their responsibilities will include the development of a comprehensive programme delivery plan (including procurement, stakeholder engagement and communication activities); the establishment of a programme delivery team; and routine reporting on progress to the CHCP senior management team and the Council Strategic Asset Management Group, to complement reporting on key milestones to CHCP Committee and elected members.</p>	<p>Chris McNeill Head of Community Health & Care</p>	<p>February 2013</p>
<p><i>The CHCP should develop SMART action plans to address the areas for improvement arising from the most recent staff surveys and from future surveys.</i></p>	<p>Explicitly identifiable SMART actions will be developed routinely in response to staff surveys, both in accordance with CHCP staff governance framework (so reflective of partnership approach with staff side/trade union representatives); and for inclusion within and reporting through annual CHCP Strategic Plan (so as to ensure reporting to CHCP Committee as part of "mainstream" performance activity). This will be evidenced by the SMART actions that will be devised in response to the findings of the CHCP Healthy Working Lives staff survey undertaken in December 2012.</p>	<p>Soumen Sengupta Head of Strategy, Planning & Health Improvement</p>	<p>March 2013</p>
<p><i>The CHCP should take action to quickly put in place monitoring arrangements to ensure that social work supervision is taking place in line with the requirements of the supervision policy. This should include its frequency.</i></p>	<p>The CHCP will explicitly undertake routine six-monthly audit across staff of supervision compliance alongside monitoring of appraisal and PDP completion, with reporting to CHCP senior management team for performance management within the context of the CHCP Workforce Plan.</p>	<p>Jackie Irvine Chief Social Work Officer/Head of Children's Health, Care & Criminal Justice</p>	<p>October 2013</p>