

ACTION PLAN (Original as at November 2009) UPDATED ADULT SERVICES November 2011

Ref	Control Weakness	Consequences / Risk	Grading	Agreed Actions by Client	When and by Whom
8.1	The current contract for the provision of Short Term Respite expired in 2004. Evidence that annual best value reviews have been carried out was not available.	Assurance that the current arrangement provides value cannot be given.	Significant	12 months notice of termination of contract to current provider Service Review undertaken to inform the Contract Review meeting & future service planning Tender to be published May 2012 with closing date 52 days later	Sue O’Grady & C & C Manager Completed 03.11.11 Sue O’Grady Completed October 2011 SO’G & Contracts & Commissioning Manager May 2012
8.2	The contract specification has not been reviewed since the commencement of the contract in 2001.	Any changes which have occurred in the meantime will not be reflected in the specification.	Fundamental	Develop new Service Specification including new model of service .	Sue O’Grady April 2012

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8.3	The provision of current respite services by Cartrefi Cymru is not based on a review of Service Users needs.	The service is provided based on what is available as opposed to what is needed, and may not be appropriate.	Significant	Local use of service provision currently dictated by priority needs within local service area. Review model of services based on Strategic Review of service (Activity & Costs)	Sue O'Grady To be completed by end March 2012
8.4	A Needs Led Assessment or Strategy based on future needs has not been drawn up.	The service is provided based on what is available as opposed to what is needed. Dispersal of resources may not be equitable. Under utilization of the service, given that fixed costs have already been accounted for.	Fundamental	Review model of service and ensure resources equitable across county. New contract best value for PCC and within available budget. Contract Award	See 8.3 Sue O'Grady & Contracts & Commissioning Manager September 2012
8.5	Annual reviews of the service are not carried out.	Weaknesses in the contract will not be identified. Excessive hours on the part of Cartrefi Cymru may not be identified.	Significant	Contract review on current service to be held	Completed Sue O'Grady & Contracts & Commissioning Team 03.11.11

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8.6	Evidence that increases in the annual contract price and any adjustments carried forward have been accounted for and authorised was not available.	Annual price increases and carried forward adjustments may not have been correctly authorised or accounted for.	Significant	<p>Inflationary uplift not awarded – Provider aware of decision</p> <p>Review process of uplift for new contract.</p> <p>Review current contract price</p> <p>Review contract price for 2012/13.</p> <p>Develop quarterly activity and finance returns for provider to complete</p>	<p>SO'G April 2012</p> <p>SO'G Completed 03.11.11</p> <p>SO'G & C & C Team January 2012</p> <p>C & C Manager November 2011</p>
8.7	General information detailing the respite service is not available to members of the general public.	Members of the general public may not be aware of the service provided with regard to the provision of respite care for people with Learning Disabilities.	Significant	Develop information for users on the proposed service as part of contract review/tendering process following completion of service specification.	SO'G August 2012

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8.8	Roles and responsibilities and guidelines on actions which should be taken both before and after a Service User has received respite care are not documented.	Inconsistencies will occur across the County. Confirmation regarding stays will not be available. Over reliance on Cartrefi Cymru will make service continuity difficult if they are unsuccessful with the next contract.	Significant	Quarterly Activity data in new format to be distributed to Team Managers for information action within 2 weeks of receipt See also 8.6	C & C Team December 2011
8.9	Information detailing Respite Care received is not consistently recorded on the DRAIG System.	Reliance cannot be placed upon information produced using DRAIG. In the event of a query/discrepancy with Cartrefi Cymru, Powys will not have the relevant information to challenge. Over reliance placed upon the Contractor. Reliance placed upon the record keeping of the Contractor.	Significant	Review use service placement module on DRAIG – need to include within Business Process.	SMT Linked to current work being undertaken on panel process March 2012

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8.10	Evidence that Care Plans are reviewed on an annual basis is not available.	Powys County Council are not fulfilling their Duty of Care to the Service User.	Fundamental	Continue to work on number of outstanding reviews. Draig – need to populate all review dates within system	Shire Managers/Team Managers LD/MH Ongoing Team Managers LD/MH December 2011
8.11	Overall monitoring of occupancy levels at each of the houses is not being carried out.	Under occupancy will not be identified. Excessive occupancy may not be identified. Variances in usage will not be identified until year end.	Significant	See 8.8	SO'G, C & C & Team Managers LD/MH Ongoing commencing December 2012

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8.12	Panel approval has not been sought regarding additional services purchased from Cartrefi Cymru.	The property in Brecon is not being used for the purpose it was requisitioned for. Service Users may not be able to access the respite service.	Significant	Local use of service provision currently dictated by priority needs within local service area. Business process being developed to ensure consistency of practice across Powys. Revised panel process developed and produced as part of the service transformation group – needs to finalised and agreed by SMT Process to be Integrated in Draig system	SMT January 2012 SOG/Adult Systems Group date to be agreed

