

Ref	Activities	Ref	Actions	Target Achievement Date	Reference To Separate Project Plan	Associated Risks (see Risk Log for detail on Low, Medium, High)	Lead Person(S)	Supported by/Additional Resources Required	Progress Notes	Status - (Completed, In Progress, Not Started)	Reference to National SDS Improvement Plan 2023-2027	Reference Internal Audit	Reference to SDS Framework Standards	
1	In accordance with SDS Regulations, evidence should be maintained to document the discussions held by Social Workers regarding the various care delivery options discussed with the individual using care services	1.1	Discussions to be held with Social Work staff in relation to the importance of having the right conversations and delivering information in a transparent way to enable individuals to make an informed decision	Sep-23		High	SDS Consultant Practitioner				1.3.1 Ensure SDS Communications are in accessible formats. This includes communication about support planning and the promotion and signposting of appropriate tools and language services. 2.2 Social Work education and incorporation of practice development for SDS	5.01	Standard 9 Transparency; 9.4 The offer of a range of options and choices made by the person will be clearly recorded to provide evidence that the person has been listened to and their preferences supported	
		1.2	A training programme to be developed to support outcomes focussed conversations for all front line staff	Sep-23		High	SDS Consultant Practitioner				2.2 Social Work education and incorporation of practice development for SDS	5.01		
		1.3	Develop new Social Work support plan paperwork to enable recording of good conversations and the person's choices to be reflected within	Nov-23		High	CSWO						5.01	Standard 4; Meaningful & Measurable Recording Practice
		1.4	Social Work team managers to support the implementation through supervision and highlight good practice/ issues to Practice Governance Board	Sep-23		High	CSWO						5.01	Standard 5, Risk Enablement; Workers have clear practise guidance to address the balance between innovation, choice and risks
		1.5	Oversight of Social Work practice to be had at Practice Governance Board	Aug-23		High	CSWO		Role and remit of PGB underway following development sessions held by the CSWO. TOR's currently being developed	In progress			5.01	Standard 5, Risk Enablement; Workers have clear practise guidance to address the balance between innovation, choice and risks
		1.6	Ensure the use of the Support in the Right Direction (SIRD) project is utilised to support independent conversations around the options of SDS	Jul-23		High	SDS & Carers Officer		SIRD project funded by Scot Gov to Cornerstone is in place. Data sharing agreement in place, process and recording set up. Social Work teams aware of the process to refer into the service	Complete	1.1 Access to SDS Support, brokerage, advice, advocacy and tools	5.01	Standard 1: Independent Support & Advocacy	
2	Documented procedures should be developed to support social workers and individuals using care services in the selecting of SDS care delivery options	2.1	Current SDS internal procedures to be updated to reflect the SDS Framework of Standards and the updated SDS Statutory Guidance	Oct-23		High	SDS & Carers Officer		To be reviewed in line with those under 1.1 of the Option 1 Audit Delivery plan	Not started		5.02	Standard 5; Accountability, Clear and supportive processes are in place for people to challenge and appeal all decisions affecting their experience of social care support	
		2.2	Information material for individuals to be reviewed and updated in line with national developments (incl. review of resources work, SDS Standards, work of the PA Programme Board)	Oct-23		High	SDS & Carers Officer		Information guides are currently being reviewed through the SIRD project, noting areas for updating that will feed into the overarching review of documentation	In progress	1.3 Increase public information about SDS and improve it's reach	5.02		
		2.3	To review the SDS web page on the TMC internet and update	Dec-23		Medium	SDS & Carers Officer			Not started	1.3 Increase public information about SDS and improve it's reach	5.02		
3	An annual reference document detailing a breakdown of the rates paid to care providers should be provided to all relevant officers to assist in budgetary planning and the accurate preparation of an individual's support package	3.1	Commissioning team to ensure those services that are a commissioned service have the spreadsheet held within SharePoint updated on an annual basis at the start of each financial year to support budget forecasting	Aug-23		High	Commissioning Lead					5.03		
		3.2	SDS team to ensure up to date rates of pay for Personal Assistants, Insurance, Payroll & PVG's are updated annually by 1st April each year to support budget forecasting	Apr-23		High	SDS & Carers Officer	CFO	Rates updated 1st April 2023 on SharePoint, email sent to all SW teams to advise of the new rates following approval by CFO	Completed and on going annually		5.03		
		3.3	An approved framework to be developed for option 2 providers to ensure transparency of cost and clear recording of these costs for workers and individuals to make an informed decision in relation to their care and support	Jan-24	To be developed	High		Procurement Manager, SDS Community Collaborator	Work was previously underway to develop a robust process to give transparency and accountability to TMC, Individuals and Providers. This work needs to be re-started	To be progressed	1.2 Improving the availability and flexibility of options; work to address key barriers to use of SDS Option 2, Support Provider engagement with Option 2, develop and roll-out of tools and contractual models for Option 2 to increase workforce confidence and efficiency in offering it.	5.03		
		3.4	The approved framework to be developed to provide governance with the option 2 providers, a clear reporting structure, assurance and a process for rates to be increased in a governed and transparent way	Jan-24	To be developed	High		Procurement Manager, SDS Community Collaborator	Work was previously underway to develop a robust process to give transparency and accountability to TMC, Individuals and Providers. This work needs to be re-started	To be progressed	1.2 Improving the availability and flexibility of options; work to address key barriers to use of SDS Option 2, Support Provider engagement with Option 2, develop and roll-out of tools and contractual models for Option 2 to increase workforce confidence and efficiency in offering it.	5.03		
4	All officers should be reminded to update the CareFirst system to ensure the database is up-to-date and accurate for each individual using care services	4.1	Team managers to reinforce through team meetings and practice supervision regarding the importance of accurate recording on CareFirst			High	CSWO					5.04	Standard 4; Meaningful & Measurable Recording Practice	
		4.2	Governance of recording to be held by the Practice Governance Board with team managers highlighting	Sep-23		High	CSWO		Role and remit of PGB underway following development sessions held by the CSWO. TOR's currently being developed	In progress		5.04	Standard 4; Meaningful & Measurable Recording Practice	
5	A tripartite agreement between the individual using the care service, Council and care provider should be agreed for all SDS Option 2 care packages	5.1	Social Work to call upon the SIRD funded project to support individuals to make an informed choice and understand the roles and responsibilities that come with all options, and the need to agree to a tri part agreement for option 2	May-23		High	CSWO		SDS & Carers Officer has informed the SW teams of the independent support available to enable individuals to make an informed decision in relation to all option, namely option 2 in this case	Complete	1.1 Access to SDS Support, brokerage, advice, advocacy and tools 1.2 Improving the availability and flexibility of options; work to address key barriers to use of SDS Option 2, Support Provider engagement with Option 2, develop and roll-out of tools and contractual models for Option 2 to increase workforce confidence and efficiency in offering it.	5.05	Standard 1: Independent Support & Advocacy	
		5.2	Approved Provider Framework for Option 2 to be developed as per action 3.3, 3.4	Jan-24	To be developed	High		Procurement Manager, SDS Community Collaborator	Work was previously underway to develop a robust process to give transparency and accountability to TMC, Individuals and Providers. This work needs to be re-started	To be progressed	1.2 Improving the availability and flexibility of options; work to address key barriers to use of SDS Option 2, Support Provider engagement with Option 2, develop and roll-out of tools and contractual models for Option 2 to increase workforce confidence and efficiency in offering it.	5.05		
		5.3	Social Work staff to be reminded via team meetings and practise supervision of the requirement to refer all option 2 start-up, amend or end to the SDS team via a CareFirst referral	Sep-23		High	CSWO	Team Managers			To be progressed	1.2 Improving the availability and flexibility of options; work to address key barriers to use of SDS Option 2, Support Provider engagement with Option 2, develop and roll-out of tools and contractual models for Option 2 to increase workforce confidence and efficiency in offering it.	5.05	
		5.4	SDS team to remind all SW teams on a quarterly basis of the requirement to inform the SDS team of all new, amend or end tri parts to be sent as a referral on CareFirst to enable the tri part to be put in place, varied or closed	Aug-23		High	SDS & Carers Officer		Actioned in line with the Direct Payment Audit Delivery Plan Action 11.1, a reminder was being sent 6 monthly, the team now do this every three months, with the latter being sent May 2023. This also includes a reminder for option 2 tri part agreements to be addressed in the same manner as Direct Payments	Actioned and ongoing		5.05		
		5.5	SDS team to maintain an individual spreadsheet detailing all triparts and share this with Community Care Finance and Procurement on a monthly basis to ensure correct payment by CCF and to enable the SDS Contracts database to be maintained in line with GDPR	May-23		High	SDS & Carers Officer		Actioned and in place, being sent at the end of each month to both CCF and Procurement	Actioned and ongoing		5.05		
		5.6	Governance and compliance to be monitored through Practice Governance Board	Aug-23		High	CSWO		Role and remit of PGB underway following development sessions held by the CSWO. TOR's currently being developed	In progress		5.05		
6	A contractual agreement detailing service delivery and costs should be agreed with the 3 providers of day care services noted within the findings	6.1	Lines of communication to be opened with the 3 named providers to work collaboratively with them to move the service modelling forward	Nov-23		High			Commenced via SDS Community Collaborator	In progress	1.2 Improving the availability and flexibility of options; work to address key barriers to use of SDS Option 2, Support Provider engagement with Option 2, develop and roll-out of tools and contractual models for Option 2 to increase workforce confidence and efficiency in offering it.	5.06	Standard 7, Flexible & Outcome Focussed Commissioning	

		6.2	Discussion to be held with relevant Social Work teams to explore the future needs for the service and the contractual models moving forward	Nov-23		High				To be progressed		5.06	Standard 7, Flexible & Outcome Focussed Commissioning
		6.3	Discussion to be held with current attendees at the three services as to their preference on Option delivery to support to inform contractual modelling	Dec-23		High				To be progressed	3.1 Improved Involvement of Supported People in Planning; Review the involvement of supported people and carers in planning, evaluating social care support services and make improvements where identified, including through the use of Planning with People Guidance and in line with Equal Partners in Care principles	5.06	Standard 7, Flexible & Outcome Focussed Commissioning
		6.4	Align the work with the three providers to that around the Approved Provider Framework to explore developing in a collaborative way as per action 5.2, 5.3	Jan-24		High				To be progressed	1.2 Improving the availability and flexibility of options; work to address key barriers to use of SDS Option 2, Support Provider engagement with Option 2, develop and roll-out of tools and contractual models for Option 2 to increase workforce confidence and efficiency in offering it.	5.06	Standard 7, Flexible & Outcome Focussed Commissioning
7	Annual support plan reviews of individuals in receipt of SDS Option 2 and 3 care packages should be undertaken in accordance with agreed procedures	7.1	Work with Social Work to develop a strategy to ensure all reviews are completed in time	Sep-24	Separate Social Work plan	High						5.07	
		7.2	Monitoring to be carried out through the Practice Governance Board	Aug-23		High	CSWO		Role and remit of PGB underway following development sessions held by the CSWO. TOR's currently being developed	In progress		5.07	
		7.3	Moray Integrated Joint Board will be kept sighted on progress and through performance reporting to Scottish Government	Jan-24		High	CSWO		MJIB reports to be developed as requested, performance data scrutinised weekly	In progress		5.07	
8	Consideration should be given for management to undertake regular reviews of the accuracy and recording of the checks completed to ensure the accuracy of payments made to care providers	8.1	Staff to be reminded of the requirement to ensure CareFirst is up to date and service agreements accurately reflect the care and support provided as per action 4.1, 4.2			High			Role and remit of PGB underway following development sessions held by the CSWO. TOR's currently being developed			5.08	Standard 4; Meaningful & Measurable Recording Practice
		8.2	SDS team to ensure the Option 2 Tri part Spreadsheet is maintained and shared with Community Care Finance at the end of each month	May-23		High	SDS & Carers Officer		Actioned and in place, being sent at the end of each month to both CCF and Procurement	Complete and in progress		5.08	
		8.3	Community Care Finance to use the SDS Option 2 Tri part agreement spreadsheet to cross reference invoices against the approved budget on the tri part agreement	May-23		High	Interim Community Care Finance Officer		Actioned and in place, being sent at the end of each month to both CCF and Procurement	Complete and in progress		5.08	
		8.4	Commissioning team to ensure spreadsheet is maintained on Share Point to support the accurate development of option 3 support plans as per action 3.1	Aug-23		High	Commissioning Lead					5.08	
		8.5	SDS team to ensure the spreadsheet on Share Point is maintained as per action 3.3 to ensure accurate costing of option 1 support plans	Apr-23		High	SDS & Carers Officer			Complete and in annual progress		5.08	
9	The Council's Charging Policy should be reviewed in regard to day care and a decision made as to whether a charge should be levied for the service in the future	9.1	To review the use of Day Care and the eligibility for attendance in line with Free Personal Care and Day Opportunities	Dec-23		High	Services Manager			Not started		5.09	
		9.2	To review the Contributions Policy in place to ensure it is accurate and up to date	Dec-23		High	CFO	Interim CCF Officer		Not started		5.09	Standard 9, Transparency
		9.3	A report to be submitted to SMT and MJIB of the evaluation and recommendations for consideration	Jan-24		High	CSWO			Not started		5.09	
10	A review of arrangements regarding the authorisation of individual care packages should be undertaken. Thereafter, authorisation requirements should be documented and communicate to all appropriate officers	10.1	Review current practice in line with the current financial regulations (incl authorisation levels)	Sep-23		Medium	CSWO	CFO, Accountancy		Not started		5.10	
		10.2	Process map to be developed highlighting authorisation levels to ensure compliance with financial regulations	Oct-23		Medium	CSWO	CFO, Accountancy		Not started		5.10	Standard 9, Transparency
		10.3	Consideration to the reviewing of the current financial regulations in line with Standard 8 Worker Autonomy	Mar-24		Medium	CSWO	CFO, Accountancy		Not started		5.10	Standard 12, Worker Autonomy