

Appendix 2 – Priority Action Plan

Local Government Association Peer Review Summary and Planned Action

Summary

In May 2023, the Adults & Housing Directorate invited the Local Government Association (LGA) to complete a peer review. This peer review was designed to support Dorset Council and its partners assess its current achievements, areas for development and capacity to change, as part of its preparation for the future Care Quality Commission (CQC) Annual Assurance regime.

The peer review found a great deal for the directorate to be proud and our assessors were particularly struck by the overall ambition passion and commitment they found when talking to partners and colleagues. Among the notable observations were that the directorate has:

- A clear political direction and strong senior leadership team.
- An ambitious and committed workforce that understands the clear vision, values and key priorities of the directorate.
- Strong budget management and ownership, with positive use of data to support.
- Innovation in many areas and market leading initiatives highlighted as national best practice.
- Good safeguarding practice and outcomes (highlighted by recent safeguarding audit).
- A clear commitment to the development of Housing.
- A very good Technology Enabled Care (TEC) offer which should be showcased as national best practice.
- Numerous good news stories of supported living for people with learning disabilities, which should be showcased.

The peer review report also recommended areas for us to review and seek improvements. A summary of the peer team recommendations and subsequent priority development areas are included within the table:

Ref	Theme	Area recommended for development	What will be delivered?	How will this be delivered?	RAG
1	Prevention	Enhance the local prevention and early help available for people when they need it	<p>Develop a “model” information and advice service, starting with online channel.</p> <p>Redesign our processes to reinforce a community asset based/wellbeing approach, with a focus on more early and self-help with a focus on TEC.</p> <p>Continue to enhance a range of preventative and community assets as described in our adopted commissioning strategies.</p>	Transformation Programme	GREEN
2	Productivity Practice Co-production	<p>Find ways to improve productivity and processes to reduce the time people currently have to wait for an assessment, package of care, or a review of their needs.</p> <p>Ensure there is genuine co-production in developing our future offer and ways of working, both in our commissioning activity, and as we develop our future Operating model.</p> <p>Improve the Direct Payments offer to make them easier to obtain and what the payments review the range of things they can be used for</p>	<p>Getting first response and assessment right</p> <p>Developing direct payments as a potential swift solution for post-assessment.</p> <p>Moving effort into the right places</p> <p>Design and implement (learning by doing) changes in skill-mix and process so we break down barriers to appropriate speed and efficiency.</p> <p>Engage with people (co-production) about how they want to be supported, informed by data led insights, evaluate changes after they are made and calibrate where necessary.</p>	Transformation Programme	GREEN

		Reflect on the role of specialist practice functions across the Directorate i.e safeguarding	Review and amend current practice within “Business as Usual”.		
3	Place	Respond to the varieties of place that exist within Dorset and how demographics which will change over time. Build on & develop local assets within communities, address different local needs and enhancing partnerships.	Deliver two “Vanguard” sites within the Operations redesign programme, trialling the development of a revised locality offer which can be replicated across other localities, based on the demographics and analysis of need.	Transformation Programme	GREEN
4	Performance	Having a ‘single version of the truth’ when it comes to our data. Improve our understanding of what our data is telling us.	The directorates Performance and Finance group will maintain oversight over the quality of the departments data, and that data quality considerations are embedded both in our business-as-usual work and transformation workstreams.	Finance & Performance Directorate Leadership Group	GREEN