

Appendix 2 - Initial Improvement Plan Shared with The Department of Health and Social Care

| CQC Theme | Improvement Action | How | Goals | Start Date | Due Date |
|--|--|---|--|--------------|--------------|
| Review and Governance Support | | | | | |
| All Themes | Develop an initial Implementation and Improvement Plan regarding the recommendations from the initial review, focusing on new ways of working, risk assessment, and data usage | The Head of Service Improvement and Adult Safeguarding will be senior responsible officer for our Improvement plan providing assurance to the Director of Adult Social Services (DASS). | To ensure recommendations from the initial CQC assessment review are effectively integrated into our KCC Improvement Plan and influence our operational processes. | May 2025 | 18 June 2025 |
| Collaboration with Transformation Partner PwC | | | | | |
| All Themes | Continuing the existing project, focusing now on the final stages around developing, and the analysis of adult social care connect initial contact sustainability. developing early intervention capability. | Working with Delivery Partners PwC and the Care and Health Improvement Adviser (CHIA) | Business Case detailing efficiency and productivity improvements | January 2025 | 20 June 2025 |

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| All Themes | Examine workforce capacity and ways of working in community teams to enhance performance management and capabilities across teams. | | Business Case detailing workforce configuration, required capabilities and productivity tools. | March 2025 | 20 June 2025 |
| Waiting Times | | | | | |
| Theme 1, 3 and 4 | Localised recovery plans are in place for 25/26 that include area-specific key performance indicators to reduce time that people are waiting for assessment, review, safeguarding and Deprivation of Liberty Safeguards (DoLS). Enhanced weekly governance is in place to monitor progress, provide escalation and support mitigating actions. | Localised recovery plans are now in place for each demographic area and progress is reviewed weekly | Reduction in waiting times | March 2024 | Ongoing review |

| Safeguarding and Deprivation of Liberty Safeguards (DoLS) | | | | | |
|--|---|---|---|--|--|
| Theme 3 | Interim Assistant Director for Strategic Safeguarding and Prevention and Adult Social Care Connect Area Operations Manager for the adult social care connect, safeguarding hubs are in post to support improved communication, staffing skills and knowledge and refined processes. | <p>Safeguarding action plan developed focused on improving our response to safeguarding.</p> <p>Weekly strategic performance meetings in place.</p> <p>Safeguarding Team developed and in place</p> | Better strategic and operational oversight of safeguarding productivity, response times | October 2024 and March 2025 | Ongoing |
| Communication | | | | | |
| Theme 3 | Focused effort on improved communication and feedback on outcomes from safeguarding enquiry and people's experiences of adult safeguarding (Making | <p>Audit of documentation on Making Safeguarding Personal and engagement with the referrer</p> <p>Introduce technology – Telephony system</p> | <p>Improved consistency of record keeping</p> <p>People feel informed and updated</p> <p>People feel valued and listened to</p> | <p>October 2024</p> <p>Technology implementation July 2025</p> | <p>Ongoing Audit Cycle</p> <p>Ongoing feedback cycle</p> |

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|----------------------|---|--|--|---------------------|-----------------------|
| | <p>Safeguarding Personal (MSP)) i.e. do they feel safer etc. are they satisfied with the service / assessment etc. Streamline processes, enhance staff training, standardised documentation templates. Relationship building and provider training.</p> | <p>to capture initial feedback and persons satisfaction in a timely way</p> <p>Provider training and refresher</p> | | <p>October 2024</p> | <p>Ongoing</p> |
| Commissioning | | | | | |
| <p>Theme 2</p> | <p>Restructure of adult commissioning, engagement with people, expansion of PA market and microenterprises Align local resources, synchronise prevention framework, innovation, accommodation and housing strategy</p> | <p>Consultation and engagement is underway</p> | <p>Meet community needs, improve stakeholder relationships, guarantee choice and control for individuals</p> | <p>January 2025</p> | <p>September 2025</p> |

| Partnership Working | | | | | |
|------------------------------|---|---|---|------------|----------------|
| Theme 1 and 2 | Enhance provider relationships, joint Kent and Medway Mental Health Summit. Improve mental health services, create mental health lead role, develop joint brokerage function | Partnership engagement and relationship sessions are in place | Support hospital discharge, improve transitions between services | April 2025 | Ongoing |
| Workforce Development | | | | | |
| Theme 4 | Refreshing our Strategic Workforce Plan and career pathway to ensure we have an appropriately resourced, skilled, supported, valued and motivated workforce in place to support the demographics of our communities and the increasing need for care and support now and in the future. | Activity to be carried out by Organisational Development Group. Work with CHIA to brokerage support. | Improve recruitment and retention. Improve staff satisfaction. Improve outcomes for people with timely and appropriate support. | April 2025 | September 2025 |