

Care Quality CommissionAnnual Performance Assessment 2009/10Improvement Plan

Improvement Area	Action	
The council should find more effective methods to improve engagement of people with learning disabilities, carers and other stakeholders.	As approved in 'Improvement Area 10' of Improvement Plan re CQC Inspection	
The council should, jointly with health partners, develop a clear model for the future configuration and roles of staff and services to support the vision for transformation of social care.	As approved in 'Improvement Area 12' of Improvement Plan re CQC Inspection	
The council should ensure their quality assurance systems provide sufficient robust evidence to drive up quality delivery of some services for people with learning disabilities.	As approved in 'Improvement Area 14' of Improvement Plan re CQC Inspection	
The council need to drive a 'step change' in the pace of transformation, to broaden the focus to include wider service development and more ambitious market reconfiguration.	As approved in 'Improvement Area 16' of Improvement Plan re CQC Inspection but note this will apply to all service users not only people with a learning disability.	
The council should develop, with stakeholders, a clearer long-term strategic view of	As approved in 'Improvement Area 17' of Improvement Plan re	

commissioning.	CQC Inspection	
The council should continue to promote awareness of safeguarding and keeping safe amongst diverse groups of vulnerable adults and carers	As approved in 'Improvement Area 2' of Improvement Plan re CQC Inspection	
The council should address variability in the quality of safeguarding practice and recording to ensure that positive outcomes and mitigation of risk is consistently secured.	As approved in 'Improvement Area 3' of the above plan	
The council should ensure that the use of advocacy is promoted in safeguarding work.	As approved in 'Improvement Area 4' of the above plan	