

APPENDIX 1

INDEPENDENT LIVING STRATEGY – ACTION PLAN (YEAR 1) 2023/2024

DRAFT ONLY – FOR REVIEW & UPDATE WITH PARTNERSHIP BOARDS

1. 1. INFORMATION, ADVICE & ADVOCACY			Theme Lead: MC/SM
Priority		Y1 Action	Action Lead
1	Provide (and increase awareness of) connected information and advice services that facilitate efficient self-service, makes every contact count, and reduces the need for multiple unnecessary contacts	Complete service mapping of local VCS information and advice offer to identify gaps in service and inform future VCS commissioning.	ASC Service Development, VCS
2	Increase provision of and access to basic information about the health and adult social care system and services including upcoming reforms to the system.	Improve links between Health & Adult Social Care and Customer Service Team to improve consistent information sharing	ASC Service Development
3	Increase opportunities for the personalisation of information, advice and advocacy, including non-digital, face to face and multi-media options, to support choice in how information is received and improve equality of access.	Review and update information, advice and advocacy on MyLife and improve links to Council Website and Simply Connect (national VCS website)	ASC Service Development, VCS
4	Provide clear information and advice on what the options are for people seeking to maintain independence.	Identify gaps in service and inform future VCS commissioning.	ASC Service Development
5	Build confidence and awareness around information security	Identify gaps in service and inform future VCS commissioning	ASC Service Development

2. THE RIGHT HOME			Theme Lead: LM
Priority		Y1 Actions	Action Lead
1	Improve standards across specialist housing sector through the role out of local expectations in line with national guidance	Develop local statement of expectations for supported housing	ASC Service Development

2	Increase accessible information about specialist housing options, including case studies, to improve understanding of housing options among professionals, service users and their carers.	Review information and advice offer in respect of specialist housing, identify gaps in service.	Housing/ASC Service Development
3	Increase local provision of high quality, flexible and accessible specialist housing with care options for older people in the borough across tenure type, in line with borough need.	Progress milestones in the development of Reardon Court Extra Care Housing Scheme.	Housing/ASC Service Development
4	Support carers to continue caring through appropriate housing options.	Progress milestones in the development of Reardon Court Extra Care Housing Scheme, including promotion to unpaid carers.	Housing/Service Development/VCS
5	Reflect the housing needs of adults who require support and care in the development of new communities. Include homeownership/mixed tenure options for older people and adults with disabilities.	Inform planning of new communities (including Meridian Water) to reflect the housing needs of adults with support and care needs.	Housing/ASC Service Development
6	Support people to remain living in their own homes through the provision adaptations and equipment and expand Trusted Assessors to facilitate minor adaptations.	Increase number of Trusted Assessors Improve pathway and process for people requiring adaptations.	Principal OT Accessable Housing & Adaptations Team
7	Support older people and people with disabilities to understand tenancy rights, maintain and manage their tenancies.	Review current offer and identify gaps in service.	Housing/ASC Service Development

3. TRAINING, EMPLOYMENT & INCOME		Theme Lead: TBC
Priority	Y1 Action	Action Lead
1	Expand our employment support offer for people with disabilities to increase the number of people with	Review existing provision for people with learning disabilities and identify
		ASC Service Development/ILDS

	disabilities gaining and sustaining employment, apprenticeships and volunteer opportunities.	opportunities to all disability groups.	
2	Increase Information, advice and guidance to support older people, people with disabilities and carers through the Cost of Living crisis	Target income maximisation advice to adults with care and support needs and their carers.	Service Assessment
3	Deliver a smooth transition to the introduction of cap on care costs	Consider Y2	Consider Y2

4. THE POWER OF TECHNOLOGY		Theme Lead: AOO/DOD	
Priority		Y1 Action	Action Lead
1	Increase use of Assistive Technology to support independent living through expansion of the Council's Assistive Technology offer. Include tele-healthcare solutions to better support people with health conditions, including long terms conditions.	Work towards expanding Telecare offer to include telehealth options and vital signs monitoring.	Principal OT/Community Services
2	Increase the availability and awareness of technical support to set up and manage everyday technology,	Review current offer and identify gaps in service.	ASC Community Services
3	Increase use of technology to support social connection, reduce isolation and help keep people independent including Smart Living Enfield initiatives.	Develop process map for provision of Assistive Technology	Principal OT
		Establish and increase uptake of e-learning AT training for staff (inc vcs and health)	Principal OT
		Paincheck	Adult Social Care Innovation Programme Manager
4	Deliver shared care records and use technology to better share information and data between health and adult social care to improve service delivery.	Roll out shared care records between health and social care.	ICT Service Improvement
5	Increase awareness and understanding of Assistive Technology across the workforce.	Promote e-learning AT training for staff (inc vcs and health)	Principal OT/Community Services

	Increase understanding and consideration of AT options at Duty stage in operational teams to raise uptake of AT	
6	Increase use of Assistive Technology among young people in transition to support independence when reaching adulthood	Review current provision and identify gaps in service. ASC Service Development/ Operational Management Teams/ Transition Groups

5. ACTIVE, CONNECTED & ENGAGED COMMUNITIES		Theme Lead: DOD
Priority	Y1 Action	Action Lead
1	Support use of universal transport systems through Independent Travel Training, Assistive Technology and Travel Assistance Payments	ASC Community Services
	Develop Travel Assistance Policy	
	Implement Travel Brokerage Service	
2	Improve accessibility of community groups for people with care and support needs to better support social connection for people with disabilities.	ASC Service Development
	Identify opportunities for Access Able to improve accessibility of local community groups	
	Embed access approaches in VCS contracting	ASC Service Development
	Review MyLife information with service user/carers and identify opportunities for improvement	ASC Service Development
3	Improve accessible travel aids and infrastructure including design and upkeep of walking routes to enable people with disabilities who wish to travel to do so safely and easily.	ASC Service Development
	Identify opportunities for Access Able to improve accessible route mapping	
	Dementia Friendly Group (TBC)	
4	Develop and embed a local approach to Co-Production	Principal Occupational Therapist
	Develop Co-Production Framework 'Working Together	

6. KEEPING SAFE	Theme Lead:
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		Safeguarding	
Priority	Y1 Action	Action Lead	
1	Prevent abuse	See Safeguarding Strategy	See Safeguarding Strategy
2	Learn from experience	See Safeguarding Strategy	See Safeguarding Strategy
3	Protect adults at risk	See Safeguarding Strategy	See Safeguarding Strategy
4	Improve services	See Safeguarding Strategy	See Safeguarding Strategy

7. KEEPING HEALTHY & WELL		Theme Lead: GS/MT	
Priority	Y1 Action	Action Lead	
1	Improve access to local support services to keep people well in the community and avoid hospital admissions.	Align actions with strategic documents of ICB Borough Partnership	ICB Borough Partnership & Public Health
2	Reduce Health Inequalities (through targeted action to increase take up of health check, improve access to Primary Care).	Develop Plan to increase Health Checks	ICB/ILDS
3	High vaccination uptake including seasonal booster jabs.	Establish baseline vaccination status among service users	ICB & Public Health
4	Support people to make informed, healthy lifestyle and behaviour choices.	Review and refresh H&WBS	Public Health
5	Reduce falls through increased strength and balance activity among those most at risk of falling.	Identify at risk groups and options for increased strength and balance activity.	ASC Service Development

8. PERSON CENTRED CARE		Theme Lead: DOD	
Priority	Y1 Action	Action Lead	
1	Develop information, advice, guidance and services to support the forward planning of care and smooth transition of care arrangements when life circumstances change.	Progress Think Ahead workplan and promote brokerage services to support transitional care arrangements.	ASC Community Services
2	Facilitate the market development of services to support individuals in the management of their personalised budget.	Develop provider market to support management of individual Direct Payments.	ASC Community Services

3	Integrate adult social care and health budgets.	Consider Y2	Consider Y2
4	Plan and develop the role and use of direct payments following the introduction of care cost caps to maximise choice and control when funding arrangements change.	Establish cross partner working group to identify options for role and use of DPs following the introduction of care cost caps.	ASC Community Services

7. 9. JOINED UP CARE		Theme Lead: SW/MT	
Priority		Y1 Action	Action Lead
1	Identifying and addressing health and wellbeing inequalities in our most deprived communities	Align actions with strategic documents of ICB Borough Partnership	ICB Borough Partnership / Public Health
2	Achieving increased uptake of health screening and immunisations to keep people healthy and to identify physical and mental conditions earlier, including cancer, in order to give people the best possible intervention/treatment	Align actions with strategic documents of ICB Borough Partnership	ICB Borough Partnership / Public Health
3	Driving greater focus on improving mental health and wellbeing among local people	Align actions with strategic documents of ICB Borough Partnership	ICB Borough Partnership / Public Health
4	Well NCL Integrated Care Board strategic aims: Start Live Well Age Well Workforce Enablers – Digital Estate and Value for Money	Align actions with strategic documents of ICB Borough Partnership	ICB Borough Partnership / Public Health

To be reviewed and updated with Partnership Boards.

10. PEOPLE WITH LEARNING DISABILITIES		Theme Lead: CR/CT	
Priority		Y1 Action	Action Lead

Develop a sustainable and affordable local market for more complex or high risk groups such as those with challenging behaviour, physical disability and complex health needs.	Market engagement with LD providers as part of our plan to develop a new framework for procuring services to support our residents	ASC Service Development / ILDS
Improve choice of support and accommodation options for people in transition to adult services with complex needs.	Market engagement with LD providers as part of our plan to develop a new framework for procuring services to support our residents	ASC Service Development / ILDS
Reduce health inequalities for people with learning disabilities.	Work with stakeholders to improve the take up, consistency and quality of Annual Health Checks and Health Action Plans	ASC Service Development / ILDS
Increase understanding of out of borough placements and improve health handover from placing authorities to ensure health needs met.	Work with NCL Boroughs, and develop London wide, to ensure the NCL LD Placing Protocol is followed, minimise risk of placement breakdown, maximise access to local health services and agree standards/expectations when they make care arrangements for their service users in Enfield	ASC Service Development / ILDS
Continue to support timely, planned and safe discharge back to the community from Assessment and Treatment Units through provision of good quality, experienced care and support/interventions in the community.	<p>Joint work with Integrated Care Board to ensure correct processes and engagement from different stakeholders involved.</p> <p>Develop experienced, well trained provider workforce through Market engagement with LD providers as part of our plan to develop a new framework for procuring services to support our residents</p>	ASC Service Development / ILDS

11. AUTISTIC PEOPLE

Theme Lead: Autism
Strategy Lead

Priority

Y1 Action

Action Lead

Celebrate and value neurodiversity	See Autism Strategy.	See Autism Strategy.
Provide needs-based support	See Autism Strategy.	See Autism Strategy.
Support more autistic people into employment	See Autism Strategy.	See Autism Strategy.
Recognise and combat isolation and loneliness	See Autism Strategy.	See Autism Strategy.
Provide inclusive mental health and wellbeing support	See Autism Strategy.	See Autism Strategy.
Improve support within the criminal and youth justice system	See Autism Strategy.	See Autism Strategy.

12. PEOPLE WITH MENTAL HEALTH SUPPORT NEEDS		Theme Lead: IH/LO/D
Priority	Y1 Action	Action Lead
Improve opportunities for early intervention through the delivery of Mental Health and Wellbeing Hub.	Seek approval for finances for MH&WB Hub, review site options Continue engagement with key Stakeholders to inform project development	ASC Service Development working with BEH Mental Health Trust
Improve access to high quality counselling support services including services for seldom heard populations living in Enfield.	Improve access to NHS Talking Therapies. Roll out Employment Advisors in NHS Therapies.	ICB
Increase community rehabilitation options for people with complex mental health needs.	Develop current services and work with NCL boroughs as part of the Community MH Rehab Care Market Development Steering Group to increase rehabilitation options for people with complex mental health needs	ASC Service Development working with Mental Health Managers and NCL
Support people with mental health support needs into training, skills development and employment.	Seek additional funding opportunities and consider future delivery options.	ASC Service Development
Work with service users and their families to identify the causes for higher levels of people from ethnic minority backgrounds in Mental Health Pathway and collaboratively identify solutions for mental wellbeing and safety.	Engage with Service Users/Families/Mental Health Professionals to inform production of findings report.	Mental Health Partnership Board

13. OLDER PEOPLE		Theme Lead: NA/LF/SM
Priority	Y1 Action	Action Lead
Increase opportunities for active, inclusive ageing and community integration, promoting older person contributions to society to heighten feelings of being valued	Understand service gaps through stakeholder engagement and address in specifications for future VCS contracting.	ASC Service Development/OP Services
Reduce social isolation and loneliness.	Understand service gaps through stakeholder engagement and address in specifications for future VCS contracting. Complete Social Isolation and Loneliness event to raise awareness and promote preventative services	ASC Service Development /OP Service ASC Service Development/OP Services
Increase opportunities for intergenerational working and living whereby young and older people can work together to support wellbeing.	Review existing and establish further opportunities (i.e through education services) to increase intergenerational working	ASC Service Development OP Services
Ensure older people are not excluded in our increasingly digitalised society.	Understand service gaps through stakeholder engagement and address in specifications for future VCS contracting. Produce advice/guidance for Care Providers re best practice in supporting digital inclusion.	ASC Service Development OP Services ASC Service Development OP Services

14. PEOPLE WITH PHYSICAL &/OR SENSORY IMPAIRMENT		Theme Lead: NA/SM/LF
Priority	Y1 Action	Action Lead
Reduce avoidable admissions of adults with physical disabilities into residential care by increasing supported housing options for people with physical disabilities and	Identify potential sites for development	ASC Service Development/PD Services

complex needs requiring 24-hour on site care.		
Expand service offer to better support people with sensory impairment to live independently.	Map current offer Understand service gaps through stakeholder engagement. Identify options to expand in line with need.	ASC Service Development/PD Services

15.UNPAID CARERS		Theme Lead: LM
Priority	Y1 Action	Action Lead
Improve the health and wellbeing of Carers and reduce health inequalities.	<p>Increase awareness of carer services across health services (including GP practices) by re-establishing links to and presence within surgeries.</p> <p>Increase awareness among service users, carers and professionals of Assistive Technology (AT) available to support carers through the production of an AT/ Equipment/ Adaptations offer for Carers.</p>	Carers Partnership Board
Increase involvement of Carers across health settings to improve outcomes for the carer and those being cared for.	Increase awareness of carer rights and carer services across hospital discharge services through promotion of carers video/information and inclusion of clear points of communication with carers within discharge policy and practice.	Carers Partnership Board
Increase opportunities for Carers to be included and ensure that their voice is central in designing, delivering and evaluating support services.	Develop Carers Ambassadors work programme	Carers Partnership Board
Increase early identification of Carers, including identification through GP referrals. Support carer re-engagement of services following Covid pandemic.	See Action for Priority 1.	Carers Partnership Board
Identify and reach more Carers of all ages and backgrounds, including young carers, ensuring that services	Promotional exercises to increase identification of 'hidden carers' outreach in schools and virtual/face to	

and access to services is representative of our communities and their needs.	face community groups.	
Support carers to maximise benefits, manage finances and understand impact of social care reform on people that they care for.	Improve access to benefit support and practical support in form completion. Map what support is available to carers to maximise benefits and manage finances.	Carers Partnership Board
Support Carers to have the support they need, when they need it, including breaks and respite.	Consider in Y2 – Understand service gaps through stakeholder engagement	Carers Partnership Board

16. LONG TERM CONDITIONS

Theme Lead:GS/MT/ICB

Align with the NCL Population Health Strategy & Forward Plan and the development of refresh H&WBS for Enfield.

Priority	Y1 Action	Action Lead
Improve joint approaches to diagnosing and supporting people with Long Term Conditions in the community.	Understand service gaps through stakeholder engagement and address in specifications for future VCS contracting.	ASC Service Development
Increase targeted interventions to prevent the development of Long Term Conditions amongst adult aged 50-64 at risk.	Align with the NCL Population Health Strategy & Forward Plan and the development of refresh H&WBS for Enfield.	Align with the NCL Population Health Strategy & Forward Plan and the development of refresh H&WBS for Enfield.
Increase information, advice, knowledge and self-management for people with Long Term Conditions.	Align with the NCL Population Health Strategy & Forward Plan and the development of refresh H&WBS for Enfield.	Align with the NCL Population Health Strategy & Forward Plan and the development of refresh H&WBS for Enfield.
Improve joint approaches to timely dementia diagnosis, post diagnosis support, annual reviews and dementia support in care homes.	Align with the NCL Population Health Strategy & Forward Plan and the development of refresh H&WBS for Enfield.	Align with the NCL Population Health Strategy & Forward Plan and the development of refresh H&WBS for Enfield.
For a range of long terms conditions, improve the identification, assessment, treatment,	Align with the NCL Population Health Strategy & Forward Plan	Align with the NCL Population Health Strategy & Forward Plan and the development of

recovery and prevention care for those with co-morbidities.	and the development of refresh H&WBS for Enfield.	refresh H&WBS for Enfield.
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17. YOUNG PEOPLE IN TRANSITION TO ADULTHOOD		Theme Lead:TBC
Priority	Y1 Action	Action Lead
Review and improve the transition pathway (16 to 18 years old) to better support young people with disabilities transitioning to adulthood	Review current transition pathway for people with disabilities transitioning to adulthood.	ASC Service Development