X Community Equipment Service Review – Action Plan v1

Service feature and key themes	Action required	Current status and timescales	Lead/Group(s)
GOVERNANCE			
Strategic framework	Clarify current mechanisms for the strategic management of the equipment service across all the Partners/key agencies. This then requires to be reviewed and any gaps addressed, to ensure effective governance, ownership, and communication.		
Operational & strategic roles	Review roles and responsibilities of key service managers across all agencies and develop 'hierarchy of responsibility' for equipment service provision (to be linked to work above on Strategic Framework)		
Partnership arrangements	Partnership Agreement to be drawn up at the conclusion of the service review to support all service model arrangements and ongoing implementation of the Workplan.		
FINANCE			
Funding arrangements and Budgets for equipment provision	Review of current funding arrangements to include: - Identification of what's paid for by which services (including equipment spend, and all running costs of the Store service) - how funding works (e.g. where budgets sit, when money put into the service…) Identify required changes to the financial arrangements to support effective service model and partnership e.g. including clarification on funding arrangements for types of equipment, what's funded and what's not.		
Monitoring	Review current monitoring arrangements and recommend proposals to compliment proposed service model e.g. define how financial monitoring should operate/establish a 'finance group' for the partnership arrangements….		

Reporting	Review reporting arrangements and identify mechanisms to provide regular and clear reports to a wide range of strategic managers, and operational managers responsible for staff assessing for equipment across all service areas.		
Accountability against Care group/service areas	New financial reports to be created which provide a breakdown of spend across service areas to provide clear accountability for expenditure (irrespective of budget ownership).		

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COMMUNICATION

Stakeholders	Clarify who needs to be communicated with (who are the 'stakeholders') across the Partner services to ensure ownership and accountability in the provision of the service?		
Key mechanisms & lead responsibilities	Define how communication will work and what information needs to be shared e.g. between managers and staff delivering the service and between service managers (at different levels) across the Partners. (Link this to work in 'Governance' section). Clarify what additional mechanisms are required and who has lead responsibility, within and across the Partners for communication in relation to the equipment service.		

ASSESSMENT AND PROVISION OF EQUIPMENT

Protocols	Joint Protocol to be drawn up which:		
Roles and responsibilities	- clarifies roles and responsibilities for the provision of all equipment across all Partners/agencies;		
Standard and specialist provision	- the model of service provision in terms of 'standard' and 'specialist'; - Support arrangements to ensure assessor competency.		
Professional support			

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STORE SERVICE

Service level agreement	Develop an SLA including : - service specification; - standards - Monitoring arrangements.		
Role and core functions	Define the role and core functions of the store service as part of SLA work		
Store staff	Review staffing arrangements and identify required developments.		
Service feature and key themes	**Action required**	**Current status and timescales**	**Lead(s)**
Retrieval, decontamination, and recycling	Review policy and processes to maximise business efficiencies and ensure legislative compliance.		
Repairs, servicing, and maintenance(incl H&s)	As above		
IT-ordering system	Identify required IT system arrangements (e.g. develop specification) and identify opportunities to provide most efficient & effective 'fit for purpose' system.		
Stock control and storage	Review processes to implement changes, which will ensure stock control arrangements are responsive to service demand, and storage arrangements support effective provision.		
Core stock and non-stock orders	Review policy and processes to ensure procedures are in place to maximise the use of core stock, minimise non-stock orders, supporting standardisation of practice and maximising business efficiencies.		
Equipment review processes	Link to work above on 'Core stock and non-stock orders'. Review current arrangements and identify improvements.		
Procurement	Review processes to maximise business efficiencies and identify opportunities for wider partnership work to improve economies of scale.		
Delivery and transportation	Review delivery and transport arrangements to improve direct service delivery and maximise business efficiencies.		
Health & Safety	Review all aspects of H&S and confirm policy in relation to legislative requirements.		

PERFORMANCE

service objectives	Identify Service Objectives and confirm how these will be communicated, and reviewed.		
Service standards	Agree service standards for all aspects of service provision (not just Store service)		
Performance indicators	Review current performance monitoring arrangements and gather data, which evidences Outcome-focused service provision. Confirm agreed range of indicators for ongoing monitoring of partnership wide service.		

TRAINING

Training programme	Review all training provision across the Partners and agree recommendations on the following: - new joint training programme and requirements for provision; - range of training modules and evaluation arrangements;		
Training modules	- delivery (e.g. in house practitioner trainers or out-sourced); - how best to involve service users and carers perspective/'voice' in the provision of training.		
Trainers			
Service users and carer involvement			