20/10/2020

HEART Improvement Plan Summary	Start Date	End Date	Latest Status
Case Backlog from Covid			
Identify the Current Backlog - Complete	27/07/2020	28/08/2020	COMPLETE - new weekly reporting routines developed - further development work in progress
FLARE Data Cleansing	28/08/2020	30/10/2020	Ongoing activity, using the new data reporting routines.
Identify Urgent Cases	28/09/2020	30/10/2020	Ongoing activity, Triage Trial being implemented looking to see how the cases can be flagged on the Civica FLARE system so that urgent cases can be identified and reported on more easily.
Backlog Recovery Plan	28/09/2020	02/01/2021	This is dependent upon several issues, but mainly staffing levels within the team. Recruitment currently underway. A large number of cases have been impacted by Covid-19, due to non-availability of contractors/ limited access to homes etc.
Systems and Processes			
New Housing Assistance Management Software to Replace the CIVICA FLARE System.	21/09/2020	30/06/2021	Planning has started - Business case being developed for board on the 12/11/2020 - Option to go with the CIVIC CX Software already procured by Nuneaton Bedworth Borough Council - Timescales and Costs still to be worked up with suppliers and partners
Staff and Team Communications to be reviewed and enhanced where required - Complete	03/08/2020	17/09/2020	COMPLETE - 121 meetings set every 6 weeks, Team meetings set up on a regular basis. Occupational Therapists / Housing Assessment Officers / Housing Improvement Officer champions confirmed. Meeting held on the 14/10/2020 to discuss the role with the champions.
Conduct a 3Q's Staff Analysis to identify current issues that impact upon the service - Complete	26/08/2020	21/09/2020	COMPLETE - findings published and being used alongside the initial review to inform the continuous improvement activity - biggest issue being the need for a new software solution
Develop an appropriate priority Triage process for the HEART service.	01/09/2020	27/11/2020	Draft Procedure developed - Trial to be conducted in October and November. Staff Training and Reporting process being developed. See also 1.3 above for reporting.
MOSAIC (Warwickshire County Council's Social Care System) - Non - WCC Staff to start using MOSAIC for HEART client assessments	21/09/2020	27/11/2020	Staff meetings held week beginning 5/10/2020 to get full team feedback - Results confirm the move to MOSAIC use by the Non-WCC staff - Implementation plan to be developed by a working group.
Development of the Performance Reporting Process for HEART	31/08/2020	31/12/2020	Work in progress - Draft PowerBi dashboard report is now in development - will include backlog reporting, Budget reporting, run charts and trends etc.
Customer Satisfaction Survey - Feedback volume and it's use	01/09/2020	30/10/2020	Review the customer satisfaction survey taking in to account the DFG best practice guidance. Look at moving to 100% customer surveys instead of the current 20%
Improve Customer access to HEART service details	01/09/2020	30/10/2020	Working on getting "SARA" added to the HEART website in a prominent place, including a link through to relevant WCC web page. Helpful links pages to be added to the HEART web site.
Staffing			
Staff Vacancies	26/08/2020	30/11/2020	Current Vacancies - 2 x Duty Officers - 3 x Housing Assessment Officers, 1 x Housing Improvement Officer - Recruitment currently under way with the first interviews, week beginning 12/10/2020
Improvement Project Support Staff	26/08/2020	30/11/2020	Manager has submitted job profile to Human Resources for review. Back-fill will be required to support the new software implementation.
Relaunch the HR group to support the HR protocols across the partners to ensure agreement adhered to:	01/09/2020	31/03/2021	Timings to be reviewed and advised.
Promote the HEART Service	**TBA**	**TBA**	**On Hold at present, Whilst Service capacity is reinstated**