

Priority	Outcome	Actions	Success measure(s)	Lead	Time	RAG 24 th July 2017	RAG 4 th August 2017	RAG 4 th January 2018	Progress update
Apologise in writing to Ms P	Ms P receives in writing a letter of apology from the LA	Letter to be drafted and agreed Letter to be sent out	Ms P in receipt of letter of apology	CD/CB/PS	31 st July	G			CB to liaise with Complaints Dept 26.7.17 as to who will send this. Sent out by Complaints Dept.
Preparation of timetable of actions in response to recommendations from within the LGO report	Timetable completed and issued to LGO and Ms P	Timetable to be drafted and signed off by Director of ASC/AAD	Timetable issued to LGO and Ms P	CD/CB/PS	31 st July	G			Timetable drafted awaiting Directorial sign off.
Respond in writing to LGO with respect to actions and planning	Letter to be sent To LGO by 20 th July	Letter to be drafted By Complaints and ASC/AAD Service and sent by 20 th July	Letter agreed by ASC/AAD Director Letter agreed by Complaints Dept Management Letter sent	CD/CB/PS	20 th July	G	N/A	N/A	Letter sent on 20 th July
Issue of public notice with respect to LGO report and copies available for public perusal	Public notice to be written and published via local media by 24 th July	Public notice to be drafted. Public notice to be published via local media	Public Notice published in local papers and on council website	CB/VB	24 th July	G			Public notice on local media websites from 24 th July and in hard copy papers when

	Copies of the report to be available in LA buildings for review.	Copies of LGO report available for perusal at Bernard Weatherill House and the Town Hall for 3 weeks Copies to take away to be available at a small charge.	Copies in situ at BWH and Town Hall.						they go to print later in week. Public notice on LBC website Copies available in BWH and Town Hall from 24 th July for 3 weeks.
Monies identified in the report to be paid to Ms P	Ms P to receive funds Identified in report	ASC/AAD to arrange and authorise payments 2 x £5,000 1 x £1,250 1 x £1,000	Monies owing transferred To Ms P's accounts	CB/PS	17 th July	G	N/A	N/A	£11,250 transferred on 13 th July £1,000 transferred on 17 th July
Final draft of DM's EHCP issued	Ms P to receive copy of final EHCP	Final EHCP to be completed and to include amendments made by Ms P. Final EHCP to be issued	Document completed and issued	DJ/AF	21 st July	G	N/A	N/A	EHCP issued on 20 th July.
Transition Assessment and Plan to be completed in	Ms P to be in receipt of agreed completed transition	Assessment completed by allocated Social Worker	Documents completed, agreed and shared with Ms P	NL/LF/GR	4 th September				Allocated worker is now in contact and meeting with

agreement with Ms P for DM.	assessment and planning documentation.	Plan to be completed by Allocated Social Worker Both documents to be agreed by Ms P. Both documents to be signed off/authorised by 16-25 Unit Manager				A			Miss P regularly. Further respite options being explored with Ms P.
Review of Transition to Adulthood Policy	Review completed, actions identified and work allocated	Review other Transition Policies Draft new version Consult/co produce with stakeholders Directorial and governance sign off	New Policy drafted Evidence of consultation and co-production Communications plan Directorial and governance sign off.	CB/16-25 Service/ AF/GR/RE/ VB	December 2017	A			Task and finish group has been set up to research and draft new policy. Managers attended a presentation from Enfield council who are recognised for having high quality transition processes
Draft of new Transition to Adulthood Policy	New Policy drafted and published	Publish signed off policy on LA website/Local Offer Website	New policy written, signed off and published.	CB/16-25 Service/ AF/GR/RE/ VB	January 2018	R			Task and finish group has been set up to draft new policy

RED	The action has not yet started or there is significant delay in implementation. The action must be prioritised to bring it back on track to deliver agreed work.
AMBER	The action has started but there is some delay in implementation. The action must be monitored to ensure the required action is delivered.
LIGHT GREEN	The action is on track to be completed by the agreed date. Action must be monitored to ensure work is completed in a timely manner.
GREEN	The action has been completed and there is evidence to that effect.

RESPONSIBLE OFFICERS:

PS	Pratima Solanki	Director of All Age Disability and Adult Social Care
CB	Caroline Baxter	Assistant Director of Disability 0-65
GR	George Riley	Team Manager: Social Care – Children with Disabilities Team
AF	Alison Farmer	Head of 0-25 Service
LF	Lorraine Falconer	Unit Manager 16-25 Service
NL	Natasha Lingard	16-25 Social Worker
RE	Richard Eyre	Project Office Lead Manager

VB	Victoria Blinks	Project Office – Communications Lead
CD	Clare Davis	Manager – Complaints Department.
DJ	Deidre John	EHCP Co-ordinator