

Remit – Scrutiny Review into Personalisation

Summary

1. This report presents the Health Overview and Scrutiny Committee (HOSC) with work undertaken to date by the Task Group appointed to this review, including a draft remit to work to. The Committee are asked to agree the remit in order that work can commence on this review.

Background

2. The idea of doing some work around the Personalisation Agenda has been an ongoing aim of this Committee for some time. It had been raised on several occasions at various HOSC meetings and was formally raised at the Scrutiny Work Planning event in May 2012.
3. At a meeting of the HOSC on 23rd July 2012 a briefing note was presented to the Committee around Personalisation issues and at this stage they formally identified the need to do some review work in this area. This set out what was already happening in York and suggestions for some focuses for any Scrutiny Review that might take place. A copy of this briefing note, which Members have considered before, is attached at **Annex A** to this agenda and is available **online only**.
4. It was agreed that a Task Group¹ formed from Members of the Committee would undertake the bulk of the work on this review.

¹ The Task Group is comprised of Councillor Funnell, Councillor Cuthbertson and Councillor Doughty.

The first meeting of the Task Group

5. The Task Group met for the first time on 13th November 2012 to set a remit for the review. Councillor Jeffries, the Chief Executive from MIND, the Assistant Director Assessment and Safeguarding and Group Manager from City of York Council were also in attendance at the meeting.
6. The Assistant Director Assessment and Safeguarding circulated two additional papers at the meeting to assist Members in deciding the focus for the review and to set the remit to work to. These were 'Making it Real – Making Progress Towards Personalised, Community Based Support' and 'Making Sure Personal Budgets Work for Older People'. These are attached **online only** at **Annexes B** and **C** respectively to this report.
7. On consideration of these **Annexes**, the Task Group understood that the whole outlook of the Making It Real initiative was around co-production. The document itself had been produced by Think Local Act Personal (TLAP) which is the sector wide commitment to transform adult social care through personalisation and community based support. Discussions around this document were positive and supportive but highlighted a need to significantly change the way services were run, with a focus around community working.
8. The Task Group wanted to understand how well personalised budgets were being rolled out in York, what was working and what wasn't. They agreed that as part of the future work of the review they would need to ask individuals their experiences of personalisation.
9. It was quickly understood that the Personalisation Agenda was vast and had many strands, not just those around personal budgets. Work needed to be done around how best to deliver this in York and how best to increase individual's knowledge about what was available to them.
10. After further discussion the Task Group decided on the following remit to work to:

Aim

To review, with key partners, in the city areas of strength and areas for development around Personalisation to enable people to exercise as much choice and control over their lives as possible.

Key Objectives

- i. To bring together residents and service and support providers, in a workshop environment, to identify the areas of strength and weakness in City of York Council's current approach to personalisation.
- ii. And from the above to ultimately identify key priorities for the city around Personalisation to make improvements on.

Initial Work

11. The Task Group felt that, in the first instance they should have a planning meeting involving several key people in order to prepare for the workshop with residents and service and support providers. This would be an opportunity for the Task Group to look at developing and planning the workshop and to focus it in order to fit within the remit outlined above. One initial idea was to use the making it real statements to develop a survey, potentially using Survey Monkey, for support and service providers to complete from their perspective or the perspective of their organisations outlining their own views and those of the people they work with. Outcomes from the initial planning meeting and the results of the survey could then be used to identify focused themes to take to the workshop for further discussion.
12. It is hoped that this planning meeting can take place on the afternoon of Thursday 17th January with an independent facilitator; however this is as yet to be finalised. Invites will be sent out to various organisations including the Carer's Forum, MIND, Independent Living Network, Independent Care Group and the Independent Living Scheme.

Consultation

13. To date consultation has taken place with Councillor Jeffries, in her capacity as Vice-Chair of the Independent Living Network, the Chief Executive at MIND and various Council officers. Further consultation will take place with other organisations and residents as the review progresses.

Options

14. Members have the following options:

Option 1 Agree to the remit and key objectives for this review as set out in **Paragraph 10** of this review

Option 2 Amend the remit and key objectives for this review

Analysis

15. Once the remit and key objectives for this review have been agreed by the Health Overview and Scrutiny Committee then work on the review can begin.

Council Plan 2011-2015

16. This review is directly linked to the 'protect vulnerable people' element of the Council Plan 2011-15.

Implications

17. **Financial** – There are no direct financial implications associated with the recommendations within this report; however implications may arise as the review progresses and these will be addressed accordingly. There may also be a fee for any independent facilitator used; if this is the case then this will be paid for from this Committee's allocation of the scrutiny budget (dependent on cost).
18. **Human Resources** – There are no direct Human Resources implications associated with the recommendations within this report; however implications may arise as the review progresses and these will be addressed accordingly.
19. There are no other known implications associated with the recommendations arising from this review.

Risk Management

20. There are no risks associated with the recommendations within this report. Should risks arise as the review progresses these will be identified and clearly set out in the final report arising from the review.

Recommendations

21. Members are asked to approve the remit set out at **Paragraph 10** to this report.

Reason: To enable the Task Group to commence this review.

Contact Details

Author:

Tracy Wallis
Scrutiny Officer
Scrutiny Services
TEL: 01904 551714

Chief Officer Responsible for the report:

Andrew Docherty
Assistant Director Governance and ICT
TEL: 01904 551004

**Report
Approved**

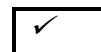


Date 07.12.2012

Specialist Implications Officer(s) None

Wards Affected: *List wards or tick box to indicate all*

All



For further information please contact the author of the report

Background Papers:

None

Annexes (available online only)

Annex A Briefing Paper for Health Overview and Scrutiny Committee – 23rd July 2012

Annex B Making it Real – Making progress towards personalised, community based support

Annex C Making sure personal budgets work for older people