

Interim Report – Personalisation Scrutiny Review

Summary

1. This report summarises the work undertaken to date by the Task Group working on the Personalisation Scrutiny Review. The Committee are asked to note and comment on the report.

Background

2. At a meeting on 13th November 2012 the Task Group¹, along with some key partners, met to set a remit for this review. This was subsequently presented to and approved by the Health Overview and Scrutiny Committee at their meeting on 19th December 2012.
3. The agreed remit is set out below:

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.

¹ The Task Group is comprised of Councillor Funnell (Chair), Councillor Doughty and Councillor Cuthbertson

Work Undertaken on the Review to Date

4. On 17th January 2013 the Task Group met again, alongside key partners, to discuss the expectations for this review and ideas around the workshop referenced in key objective (i) of the remit set out in paragraph 3 of this report. This session was facilitated by Tricia Nicoll an independent consultant who has also agreed to facilitate the forthcoming workshop.
5. Tricia is an experienced consultant who is skilled at leading a range of facilitation, training and consultation around the personalisation agenda. She is a specialist foster carer for CYC and is approved to support two children from 0-18 with additional needs/disabled children.
6. In the first instance Tricia asked the Task Group and key partners around the table their aspirations for the review and the key themes emerging from this discussion are set out below:
 - To promote personalisation for people with mental health issues
 - To improve the choices the city can offer to people
 - To look at a multi-disciplinary approach, creative thinking and partnership working
 - Transformation
 - Understanding the platform we are working from to achieve transformation and finding a good starting point
 - Personalisation isn't just about health and social care it is about community; we need to look for a solid base and do the best with the resources we have
 - To look at ways of giving people the maximum choice and control over their lives in a very challenging economic climate for Local Authorities
 - To make sure we, as a Local Authority, focus on the right things to make the best use of the resources we have
 - To understand the priorities and co-production²
 - We have made progress but personalisation is a much wider issue that just looking at personal budgets it is also about making community connections

² In this context Co-production is defined as delivering public services in an equal and reciprocal relationship between professionals, people using services, their families and their neighbours

7. In summing up this initial conversation Tricia said that her understanding from the comments made was that this piece of work must *do something*. It must, ultimately, go some way to assisting the Council to transform the services it offered to help people to enable them to 'live well' in York. To do this we needed to fully understand what we had now and how we could build on this and make improvements using the resources available to us.
8. Discussion then moved on to what the Task Group might like to ask at the forthcoming workshop. It was agreed that the themes and markers set out in the '*Making it Real: Marking progress towards personalised, community based support*'³ be used by Tricia as a guideline to develop some questions and materials for the event. These markers are set out below for ease of reference:
- Ensuring people have *real* control over the resources used to secure care and support
 - Demonstrating the difference being made to someone's life through open, transparent and independent processes
 - Actively engaging local communities and partners, including people who use services and carers in the co-design, development, commissioning, delivery and review of local support
 - Ensuring that leaders at every level of the organisation work towards a genuine shift in attitudes and culture, as well as systems
 - Seeking solutions that actively plan to avoid or overcome crisis and focus on people within their natural communities, rather than inside service and organisational boundaries
 - Enabling people to develop networks of support in their local communities and to increase community connections
 - Taking time to listen to a person's own voice, particularly those whose views are not easily heard
 - Fully consider and understand the needs of families and carers when planning support and care, including young carers
 - Ensuring that support is culturally sensitive and relevant to diverse communities across age, gender, religion, race, sexual orientation and disability
 - Taking into account a person's whole life, including physical, mental, emotional and spiritual needs

³ This document was considered by the Task Group at their first meeting. It was also presented to the Health Overview and Scrutiny Committee as an annex to a report on this review at their 19th December 2012 meeting

9. In addition to this the '*Making it Real: Marking progress towards personalised, community based support*' suggests that the following is what people want:
 - (i). Information and advice (having the information I need, when I need it)
 - (ii). Active and supportive communities (keeping friends, family and place)
 - (iii). Flexible integrated care and support (my support, my own way)
 - (iv). Workforce (my support staff)
 - (v). Risk enablement (feeling in control and safe)
 - (vi). personal budgets and self-funding (my money)
10. Taking the above into consideration, alongside understanding the systems currently in place in York, Tricia agreed to formulate some questions/materials around these themes to use at the forthcoming workshop. It was also collectively understood that some of our best learning around this area would most likely come from stories of good experience from those attending the planned event.
11. All those present at the informal meeting on 17th January 2013 were asked to e-mail any further ideas they had directly to Tricia, along with suggestions of who to invite to the event.
12. The Hudson Board Room at the Council's new Headquarters has been booked for the event on Tuesday 23rd April 2013. The Task Group, with Tricia as facilitator, will run two workshops on the day. The first will start at 1pm and finish at 3pm and the second will run from 4.30pm to 6.30pm. Tricia, the Task Group and the Scrutiny Officer will also be available between the two workshops for those who cannot attend at the scheduled times or for those who would prefer to discuss things in a more informal way.

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 of York MIND, various Council Officers and representatives of York Council for Voluntary Service (CVS) and York Older People's Assembly. Much wider consultation will take place as the review progresses.

Options

14. There are no options directly associated with the recommendations in this report. Members are asked to note and comment upon the report.

Analysis

15. Information and evidence received as part of this review will be analysed by the Task Group as the review progresses and fully reported in their final report.

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 in this report. However there will be a fee to pay for the independent facilitator which will be met from this Committee's allocation of the scrutiny budget and will be between £500 and £600. As the Task Group will be using a room at West Offices for the event there will be no costs associated with room hire. However there will be a need to provide tea, coffee and biscuits at the workshops on 23rd April 2013 and again the small charge that this will incur will be met from the scrutiny budget.
18. Any further financial implications that arise whilst the review is in progress will be fully addressed.
19. There are no other known implications associated with the recommendations in this report. However some may arise as the review progresses; these will be considered accordingly.

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 note and comment on the interim report detailing work to date on the Personalisation Scrutiny Review.

Reason: To keep the Committee updated in relation to ongoing work on the Personalisation Scrutiny Review.

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**Report
Approved**



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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:

“Making it Real: Marking progress towards personalised, community based support “

(Health Overview and Scrutiny Committee: 19 December 2012-Agenda Item 9: Remit-Scrutiny Review into Personalisation)

<http://democracy.york.gov.uk/ieListDocuments.aspx?CId=671&MIId=7198&Ve r=4>

Annexes

None