

Report of the Assistant Director Governance and ICT

Update on implementation of recommendations from the previously completed Personalisation Scrutiny Review.

Summary

1. This report provides Members with an update of the implementation of the recommendations arising from the previously completed Personalisation Scrutiny Review (Annex 1) and progress arising from the review.

Background

2. This topic was put forward as a suggestion at the Scrutiny Work Planning Event in May 2012. Personalisation issues had been raised regarding some areas of the programme to ensure that customers were able to more easily access a Personal Budget/ Direct Payment and that the information and literature is simplified and more accessible for people to be able to understand.
3. There was also concern that the culture within the teams and the support planning process lacked clarity. It was suggested this was reviewed by actively engaging with service users and their families, together with staff, in looking at a culture shift and that they get involved in the redesign of the literature and processes for personalisation going forward.
4. At a meeting in July 2012 Members of Health OSC decided to proceed with the review and appointed a three member Task Group to undertake the work. In November 2012 the following remit was agreed:

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.
5. The Task Group's request to use an independent facilitator to help them with this review, particularly in terms of planning and running the workshop mentioned in key Objective (i) of the remit was approved by the Committee in December 2012. Subsequently two workshops were held in April 2013 at the Council's Headquarters at West Offices.
6. At its meeting in November 2013, the Task Group agreed that the three key emerging priorities under Objective (ii) of its remit were:
 - a need for better engagement with service users as evidenced by the low turnout at the workshops and the lack of cohesive stories about what was working well.
 - a need to improve the Council's care management culture and consultation as evidenced anecdotally from the workshops
 - that anecdotal evidence highlighted a need to review the Council's existing arrangements relating to the provision of mental health support.
7. At a Health OSC meeting on 23 April 2014 Members expressed their disappointment that the review had not achieved what they thought it would achieve and that in no way could it be considered a complete scrutiny review. However, they endorsed the recommendations detailed in Annex 1 and the review was presented to Cabinet in May 2014.

Options

8. Members may decide to sign off any individual recommendations of the Personalisation Scrutiny Review where implementation has been completed and can:
 - a. request further updates and the attendance of the relevant officers at a future meeting to clarify any outstanding recommendations relating to the above review or;
 - b. agree to receive no further updates on this review.

Council Plan

9. This programme of work falls under the Adults Rewiring agenda and Personalisation agenda of the Council Plan. It also supports the Protect Vulnerable People element of the Council Plan 2011-15.

Implications

10. **Financial:** There are no financial implications. The funding for an external trainer has already been agreed through the training budget and the Authority has had 3 days funded externally from membership of Inclusion North

Human Resources (HR): There are no human resource implications.

Equalities: There are no implications.

Legal: There are no legal Implications.

Crime and Disorder: There are no crime and disorder Implications.

Information Technology (IT): Going forward there will be the need to review some of the systems to build the Support Planning Toolkit into the system. This has been raised through business support as a potential area requiring minimal support.

Property: There are no property implications.

Other: There are no implications.

Risk Management

10. Addressing these processes and issues presents no direct risks to the Authority. There is greater risk in terms of reputation in not addressing the issues.

Recommendation

11. Members are asked to note the contents of the update report and sign off all recommendations in the Personalisation Scrutiny Review that have been fully implemented.

Reason: To raise awareness of those recommendations which are still to be fully implemented.

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Report Approved



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Wards Affected:

All



For further information please contact the authors of the report

Annexes- Annex 1: Update on the implementation of recommendations arising from the Personalisation Scrutiny Review.