

Update on the implementation of recommendations arising from the Personalisation Scrutiny Review

Review recommendations	Update on implementation 10 September 2014
<p>i. That the language used in leaflets, literature, and all correspondence relating to personalisation is reviewed and simplified.</p>	<ul style="list-style-type: none"> • Specific concern was raised about the terms and conditions relating to Direct Payments. This has been reviewed with particular reference to the cash card accounts and to ensure that it will be compliant with Care Act 2014 recommendations. This will be completed at the end of September. We will though still want to review this with customers to ensure that we have an accessible version agreed before it is distributed out to all customers and this will be completed, by the end of October 2014.
<p>ii. That the Council improves and simplifies its communications with customers at each stage of the process to ensure that co-production underpins the approach.</p>	<ul style="list-style-type: none"> • See (iii) below. A programme of work has already started involving people in the co-design work of the Support Planning Toolkit. • The new cash card accounts that have been introduced are to be included in the new terms and conditions for people using a Direct Payment. We are working with finance to redraft these to ensure that they are easily understood and an accessible version is available – This will be completed by the end of October.

	<ul style="list-style-type: none"> • This also needs to link into the Rewiring programme and the new Care Act to ensure that we keep reviewing the process and that it is in line with these requirements. This has been built into the wider Project Plan for Rewiring programme
<p>iii. That the Council investigate how to provide better training and support.</p>	<ul style="list-style-type: none"> • A programme of training started in June using a co-design approach to ensure support is accessible and easily understood by all customer groups. Key to this is the culture shift of staff in the approach to using the Support Planning Toolkit approach. The training has being undertaken with the teams using a 'Champions' approach to ensure that there is the day to day support within the teams going forward. Further sessions are to be set up in September and October • The co-design of the Support Planning Toolkit is a major shift in approach in how we are working with customers. The initial session with customers took place on the 8th August 2014 and there will be a follow up session in October 2014.

	<p>It is likely that this will need to be reviewed regularly, to ensure that it is working and that it is flexible enough to meet the needs of all customer groups.</p>
<p>iv. Examine how the care management culture can be complemented by one of enablement and co production where individuals and families are better able to make their own decisions about their care and support needs as well as in managing their cash budgets.</p>	<ul style="list-style-type: none"> • A programme started in June for training with care management - involving families, service users and other 3rd sector agencies. • A co-design event titled 'What Would Good Like in York' was held on the 15th July 2014. This event had service users and families participating and Councillor Lindsay Cunningham-Cross, the Cabinet Member for Health and Community Engagement and Chair of the Health and Wellbeing Board, attended for part of the day. Follow up days from this event are planned for September and October. Dates are still to be finalised to fit in with customer availability. • On the 8th August a small group of service users and family representatives met with a facilitator to help design the support planning process and develop a bespoke Support Planning Toolkit. Intrinsic to this will be that the person and their family will be at the heart of designing their support plans to look at moving towards an 'Outcomes based approach'

	<ul style="list-style-type: none"> • The Support Planning Toolkit will be completed by the end of October 2014. Alongside this we are linking in with the Rewiring agenda to ensure that personalisation is at the heart of the thread for social inclusion for all citizens of York.
<p>v. That the Council should consider what improvements could be made to the assessment process to ensure customers are satisfied their needs are fully discussed and support plans are accurately implemented.</p>	<ul style="list-style-type: none"> • See above (iii) relates to this point to ensure that people are involved at the outset of developing their support plan. • The new support Planning toolkit will offer a more easy access approach to Support planning and will put the customer at the heart of the process. • It is key that we move to supporting people with a model that looks at what are the 'Outcomes' that people will want to achieve in their support plan. Success will be when these outcomes are being achieved either through self determination and/or from how the support is provided. • As stated above the support planning toolkit will need to be reviewed to ensure that it is working for people and we would plan to look at this twice a year in April and October.

Specific Recommendations for future work on Personalisation

a. That the topic of personalisation be revisited in the future with a refined remit looking at how resources can be disinvested before they can be reinvested.	The Health Overview and Scrutiny Committee appointed a Task Group in June 2014 to further examine the topic of personalisation and work on the new review will proceed when Committee business allows.
b. That Health Overview and Scrutiny Committee be asked to consider carrying out a scrutiny review in relation to mental health services and commissioning as contracts are being reviewed. The learning from this more focused review can be shared across all personalisation services.	As above