

Report to: **Scrutiny Committee for Social Services and Health**  
Date: **17 March 2005**  
By: **Acting Director of Adult Social Services**  
Title of report: **Scrutiny Review of Older Peoples Services: User and Carer Involvement in Services**  
Purpose of report: **To inform the Scrutiny Committee of progress on the action points and recommendations made within the report.**

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**RECOMMENDATION - to note the progress of the action being taken following the Scrutiny Review which reported in February 2004.**

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## **1. Financial Appraisal**

1.1 Expenses incurred include the staging of the 'All Our Futures!' conference (venue hire, travel expenses and accommodation for participants from around the country as well as older peoples' travel and carer costs and the production of the conference report) and the minor costs associated with the development and consultation of the policy and strategy and improving public information. These have been met from within existing budgets in Social Services (Performance & Quality).

1.2 As reported in the detailed progress report, a positive spin-off from the conference was the successful joint bid between Shropshire County Council and East Sussex for £35k from the Office of the Deputy Prime Minister to continue this work through further events and training. In addition the Discretionary Grant of £6,800 from the Community Partnership Fund has been used to develop local older people's forums across the county and support hard to reach groups to become involved.

## **2. Supporting Information**

2.1 The Scrutiny Committee for Social Services and Health in July 2003 commissioned a scrutiny review to look at the progress being made by the Social Services Department in improving the way which users and carers were being involved in services. The Review was undertaken by Councillor Tunwell (Chairman), Councillor Lock and Councillor McPherson during the autumn / winter of 2003.

2.2 The scope of the Review was to:

- A. Examine the effectiveness, robustness and quality of:
- The policy and strategy for involving users and carers in services
  - The systems and methods employed for involving users and carers in services.
- B. Examine the appropriateness and effectiveness of the ways in which users and carers are involved in decisions about their own wellbeing in the delivery of services in the Living at Home programme, the Rapid Response Service and Community Collaborative Rehabilitation Team.

- C. Judge the progress made by the Social Services Department in addressing the user and carer recommendations.

2.3 The Review Board reported to the Social Services and Health Scrutiny Committee in March 2004, which endorsed the action points and recommendations made by the Review.

2.4 The report was then presented to East Sussex County Council's Cabinet in April 2004 with an accompanying response from the Director of Social Services and Action Plan developed to address the action points and recommendations identified by the Scrutiny Review. Cabinet welcomed the report and agreed the response of the Director of Social Services to the recommendations and their implementation.

2.5 An interim progress report was presented to the Scrutiny Committee in September 2004.

### **3. Conclusion and Reasons for Recommendation**

3.1 Developing ways of involving older people will always be 'work in progress' as we learn how to listen and respond to what older people tell us they need. Over the last year we have made considerable progress but we still have a long way to go. The Scrutiny Review report was seen as a useful document providing a framework for continued improvement in the area of user and carer involvement in older people's services. This final progress report identifies what has been and continues to be done in response to the Review's action points and recommendations (see Appendix 1). Initial work focused on the 'All Our Futures!' conference and improving the experience of older people being discharged from hospital. Since the interim progress report the draft strategy has been produced, agreed by the multi agency subgroup steering this work, and is now out for consultation with our statutory and voluntary partners, and most importantly with the older people of East Sussex themselves.

3.2 The Scrutiny Committee is recommended to note the progress made on implementing the action points and recommendations.

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Local Members: All

#### **BACKGROUND DOCUMENTS**

Scrutiny Review of Older People Services; User and Carer Involvement in Services. Report by the Project Board presented to the Scrutiny Committee in March 2004.

Interim progress report on the Action Plan for implementing the Scrutiny Review recommendations - September 2004.