

Report to: **Scrutiny Committee for Adult Social Care**
Date: **17 September 2009**
By: **Director of Law & Personnel**
Title of report: **Topics for future scrutiny reviews**
Purpose of report: **To put forward suggestions for future reviews that members of the committee may wish to undertake**

RECOMMENDATIONS

The Committee is recommended to:

- 1. consider which review it would be interested in carrying out; and**
 - 2. decide membership of the review board.**
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1. Financial Appraisal

1.1 Any costs associated with carrying out scrutiny reviews are met from within the scrutiny budget.

2. Background and supporting information

2.1 Scrutiny reviews are invaluable in enabling members to gain in-depth knowledge on a particular service, draw out key issues and then put forward recommendations on ways in which service improvements can be made.

2.2 Scrutiny reviews can be carried out in two different ways:

1. In-depth reviews

The committee normally carries out one or two in-depth reviews during the course of a year. The review usually involves three scrutiny members and lasts approximately six to nine months. The review board usually looks at a particular County Council service or a complex issue affecting residents. It involves in-depth research and gathers evidence from witnesses.

The report outlining the board's findings and recommendations is presented to its scrutiny committee, and then to the Cabinet and Full Council for comment and endorsement. Update reports on how the recommendations are being implemented are then brought back to the committee at a six and twelve month point

2. Table top reviews

These are much shorter reviews carried out over the course of just one or two meetings. There are several advantages to working in this way; such as being able to focus on a specific issue that would not warrant an in-depth review or using the process to enable scrutiny members to carry out a 'critical friend' role in relation to policy development at an early stage in the process.

The report outlining the findings and recommendations is usually only presented to its scrutiny committee.

2.3 The committee currently has two table top reviews in place. Information on these is outlined in appendix one. As these are small reviews the committee has the capacity to begin an in-depth review this autumn, which will run until March 2010. Following discussions with officers in Adult Social Care several areas have been identified that would be suitable for an in-depth scrutiny review (see appendix two). Members are asked to consider the topics identified and decide which review they would be interested in carrying out this autumn.

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Local Members: All

Background Documents: None

Appendix 1 – current reviews being undertaken by the committee

Appendix 2 – ideas for a future review

Current scrutiny reviews

Review topic & membership of board	Outline of topic and work undertaken to date	Timescales & further action to be taken
<p>Provision of community equipment</p> <p>Membership: Cllr Tidy Cllr Taylor Janet Colvert</p>	<p>The contract to provide community equipment to aid people in their daily lives (such as walking aids or bathing equipment) is currently with Nottingham Rehabilitation Service (NRS)</p> <p>The review board was set up in 2008 to:</p> <ul style="list-style-type: none"> • consider the options being put forward for when the contract with the NRS ended; and • consider how development of the new national scheme, Transforming Community Equipment and Wheelchair Services (TCES), was being taken forward in East Sussex. <p>A decision has now been made by the department made to extend the NRS contract until 2011 (with some additional requirements to improve service delivery). This was to allow the department to have more time to develop a more robust model of TCES.</p> <p>The board has highlighted two main concerns, which it has recommended the department consider when developing TCES:</p> <ul style="list-style-type: none"> • How vulnerable people or those with a mobility issue, who may have difficulty accessing a retail outlet or managing the new process, are supported to access community equipment; and • How access to a retail outlet for those people living in a rural area without transport is managed. <p>A study on developing TCES is currently being carried out and the board will have an opportunity to comment on the findings of it in October 2009</p>	<p>Initial report on current work to ASC in March 2009.</p> <p>Further board meeting to take place in autumn 2009</p>
<p>Developing Self Assessment Questionnaires</p> <p>Membership: Cllr Belsey Cllr Waite</p>	<p>Putting People First requires the department to develop a range of tools and processes to help support individuals to have greater choice over their support requirements. The self assessment questionnaire (SAQ) will be the first step in identifying a person's needs.</p> <p>The department needs to ensure that the questionnaire is not only user-focussed and easy enough for potential clients to complete, but that it also gathers sufficient information to enable the department to correctly assess a person's needs.</p> <p>Early versions of the questionnaire have already been developed by the department and circulated to staff for their views. The aim of the review is for the board to discuss the development of the questionnaire with the department and put forward their views on the latest draft version</p>	<p>Meeting taking place mid September.</p> <p>Feedback to Committee on work at November meeting</p>

Ideas for future scrutiny reviews

Topic	Background and outline of review
Menu choices and meeting dietary requirements	<p>ASC must ensure that the catering provision for service users who attend ASC establishments:</p> <ul style="list-style-type: none"> • offers a range of menu choices; • is regularly monitored to ensure that food preferences of people using services are taken into account; and • caters for individual dietary requirements and that alternative foods are available to ensure choices provide a healthy diet. <p>A scrutiny review could scrutinise a range of ASC establishments to look at service user choice and satisfaction and how well dietary needs of individuals are being met. The review board would also consider the current monitoring arrangements of the department to ensure that quality standards are being met.</p> <p><i>This review would exclude Appetito - as the Children's Services Department manages this contract</i></p>
Alignment between the social care and financial assessment processes	<p>There is an emerging theme in the complaints received by ASC that there is a lack of alignment between the agreement to provide a social care service and the financial assessment process (carried out to assess what level of personal contribution a person may need to make for this service). This is a complex area of Adult Social Care's business which, if not got right, can cause distress and anxiety for some service users.</p> <p>A scrutiny review would be able to look at a sample of complaints on this issue to highlight emerging themes and identify any necessary system and process improvements needed to resolve this issue.</p>
Developing relationships with the independent sector	<p>ASC needs to build positive relationships with the independent sector to ensure that there is sufficient provision available within the independent sector to allow service users to access the type of services they want when Putting People First is implemented</p> <p>A scrutiny review could consider the various pieces of work already underway by ASC to ensure that:</p> <ul style="list-style-type: none"> • there is a co-ordinated approach to taking this issue forward; and • sufficient work is being undertaken within a timely manner to ensure the independent sector is prepared for the implementation of Putting People First