

Report to: **Scrutiny Committee for Adult Social Care**  
Date: **10 June 2010**  
By: **Director of Governance and Community Services**  
Title of report: **Future scrutiny reviews**  
Purpose of report: **For the committee to decide the topics for future scrutiny reviews**

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## **RECOMMENDATIONS**

**The Committee is recommended to:**

- 1. decide which reviews it wishes to carry out during the year; and**
  - 2. agree the membership of the review boards.**
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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 or, in the case of reviewing policy development, the recommendations are forwarded directly to the department to help them in their work.

### **3. Topics for a future scrutiny review**

3.1 The committee currently has two table top reviews in place. Information on these is outlined in appendix 1. Appendix 2 lists those areas that have been highlighted as suitable for a future scrutiny review. These topics were suggested at previous meetings, highlighted at the Away Day last year or came from feedback from officers. Members may also wish to put forward further ideas for a review at the meeting.

3.2 Members are asked to consider which topics they wish to focus on over the forthcoming year. Ideally one review should take place from May to September/November (depending on whether it is an in-depth review or a tabletop review), with a further review commencing in the autumn. Membership of the review board(s) should also be decided at this time.

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Local Members: All

Background Documents: None

Appendix 1 – Current scrutiny reviews being undertaken by the committee

Appendix 2 – Suggested topics for a future scrutiny review

**Current scrutiny reviews being undertaken by the committee**

**Provision of community equipment**

Membership: Cllr Tidy (Chairman), Cllr Taylor and Janet Colvert

Background:

At present community equipment to aid people in their daily lives (such as walking aids or bathing equipment) is provided via a contract with Nottingham Rehabilitation Service (NRS).

A new national scheme, Transforming Community Equipment and Wheelchair Services (TCES), is being developed. This aims to provide service users with more choice around the type of equipment they have and provide local access to this equipment through retail outlets. The review board has been monitoring how the department is developing this new model in East Sussex.

To date, the board has highlighted two main concerns, which it has recommended the department consider when developing TCES:

- 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.

Further meetings of the review board have discussed a Sensory Equipment Pilot (a likely pre runner for the new retail outlet model) and work being carried out with West Sussex to consider the viability of a joint procurement/commissioning service in the future. The next meeting is taking place in July 2010 when these issues will be covered further.

**Developing Supported Self Assessment Questionnaires**

Membership: Cllr Belsey (Chairman) and Cllr Waite

Background:

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 supported self assessment questionnaire (SAQ) will be the first step in identifying a person's needs.

The department needs to ensure that the questionnaire is not only user-focused 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.

The board has been involved in the development of the questionnaire and has provided feedback and practical suggestions to the department, which has been incorporated into the latest version of the questionnaire.

A further meeting is taking place in October/November 2010 when the board will assess how the system has been operating during the first six months and put forward any improvements required.

**Suggested topics for a future scrutiny review**

<b>Topic</b>	<b>Comments</b>
Putting People First - Fairer Charging Policy	<p>At present, when a person receives a non-residential service from ASC (such as personal care to assist with bathing or practical support with washing and ironing) they are assessed under the Fairer Charging Policy to determine if they need to make a financial contribution towards the cost of their service. ASC then invoices the service user at regular intervals for this financial contribution.</p> <p>Under Putting People First service users will be allocated a set amount of money deemed to meet their particular needs (known as a personal budget) and will be given the option of taking this as a direct payment which they then spend to purchase services that best suits their needs.</p> <p>The department will need to consider the way in which the Fairer Charging Policy can be administered under Putting People First and a scrutiny review could provide input into this development work.</p>
Putting People First - Resource Allocation System	<p>Under Putting People First a Resource Allocation System (RAS) is used to decide how much money a person should get, based on their needs, in their personal budget.</p> <p>So far two models of the RAS have been developed for Older People and Learning Disabilities and these have been in use since April 2010. Monitoring of how these systems work in practice is now being carried out by the department. This work will help influence how the RAS is developed for Working Age Adults and Mental Health clients, training requirements for practitioners and improvements to communication between the department and service users.</p> <p>Members had previously highlighted the development and implementation of the RAS as an area for a scrutiny review. A review board could consider the feedback from the recent implementation of two models of the RAS and consider how improvements can be made to the systems in the future.</p>
Integrated Plan for Health, Social Care and Wellbeing in East Sussex	<p>This Plan considers how closer integration between ESCC and the PCTs can be developed to bring about improvements to efficiencies and the quality of services provided to the residents of East Sussex.</p> <p>At a recent Cabinet meeting scrutiny members suggested that both ASC and CS scrutiny committees monitor the delivery of this plan. A sensible way to carry out cross committee work would be via a scrutiny board. This board could meet at regular intervals throughout the development and implementation of the plan to assess the work being undertaken and report back to their parent committees as necessary. HOSC members should also be invited to take part in the board.</p>
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"> <li>• offers a range of menu choices;</li> <li>• is regularly monitored to ensure that food preferences of people using services are taken into account; and</li> <li>• caters for individual dietary requirements and that alternative foods are</li> </ul>

available to ensure choices provide a healthy diet.

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.

*This review would exclude Appetito - as the Children's Services Department manages this contract*