

Health and Adult Social Care Overview & Scrutiny Task & Finish Group Report on the Next Stage Integration Project

Recommendation No. 1	That, where possible, pre-consultation is undertaken with consultees.			
Executive's Response	<p>This principle is agreed and where possible applied.</p> <p>In Adult Social Care a key objective is <i>To ensure that service user needs inform service delivery and that service users, their families, carers and advocates know how to access the information and service that they need from us.</i> The service user engagement objective is <i>To interactively share information on Adult Social Care and new developments and potential changes in a way that enables service users to give their views on the service and what they feel works for them.</i></p> <p>A programme of service user engagement is in place that will enable ongoing engagement of service users in planning future service change and delivery including the pre planning of any consultation tasks.</p>			
Action	Owner	By When	Target/Success criteria	Progress
Continue to implement the agreed Service user engagement programme.	Laura Ferguson – Service Manager ASC	Sept 13 – March 14		
Recommendation No. 2	That a process should be considered prior to commencement of any consultation. This process should include a full equality assessment. The equality assessment should identify a range of ways in which the Council should engage with consultees.			
Executive's Response	<p>This principle is agreed and applied within the NSI Project. There is a whole council approach to this in place. Officers have recently undertaken a review and as a result have drafted a toolkit that is available on the intranet http://blogs/communications/Lists/Posts/Post.aspx?ID=9 and it will be launched for use by mid- November 2013.</p>			
Action	Owner	By When	Target/Success criteria	Progress
Launch of Toolkit	Ben Proctor	Mid Nov 2013	Use and impact of toolkit – feedback from officers and consultees	

Health and Adult Social Care Overview & Scrutiny Task & Finish Group Report on the Next Stage Integration Project

Recommendation No. 3	That any consultation process should make use of all available user databases.			
Executive's Response	This principle is agreed where appropriate as information held about individuals can only be shared in accordance with data protection principles and therefore the council makes use of information available to it within that framework. Broader community information can be accessed from. <i>Understanding Herefordshire</i> and there is a procedure in place whereby all requests for research, engagement or communication support to undertake consultation can be requested via an intranet form to improve co-ordination and encourage the requestor to think about what they need in advance.			
Action	Owner	By When	Target/Success criteria	Progress
N/A	N/A	N/A	N/A	N/A
Recommendation No. 4	That the Executive conduct research to identify a common approach to consulting with Members, Town and Parish Councils on change affecting their constituents.			
Executive's Response	Not accepted. There are already existing mechanisms for both formal consultation with local councils and for more general communications with both local councils and Herefordshire Council Ward Members. Whilst it is accepted that there may on occasion be inconsistent use of these mechanisms (both by those feeding information in and by recipients not reading the information or attending briefings), in light of pressures on financial and staff resources it is not felt that commissioning further research in this area at this time is a priority.			
Action	Owner	By When	Target/Success criteria	Progress
Recommendation No. 5	That the engagement model including reference groups is reviewed in six months time to ensure that it is still robust and efficient.			
Executive's Response	This is a matter for the Health & Social Care Overview & Scrutiny Committee to determine in light of its overall work programme.			
Action	Owner	By When	Target/Success criteria	Progress
Recommendation No. 6	That a task and finish group is commissioned by the Health and Social Care Overview and Scrutiny Committee to			

Health and Adult Social Care Overview & Scrutiny Task & Finish Group Report on the Next Stage Integration Project

	review the consultation process adopted by Herefordshire Council			
Executive's Response	This is a matter for the Health & Social Care Overview & Scrutiny Committee, in consultation with the General Overview & Scrutiny Committee to determine in light of their overall work programmes .			
Action	Owner	By When	Target/Success criteria	Progress
Recommendation No. 7	That a Council Member shall be named as an advocate for those with learning difficulties. This individual Member shall be named within three months.			
Executive's Response	Agreed. The Constitution makes provision for the appointment of individual members to champion a particular issue across the Council, with its partners, and in communities. In consultation with the Leader and Chief Executive Councillor Chris Chappell has agreed to act as member champion for people with learning disabilities.			
Action	Owner	By When	Target/Success criteria	Progress
Recommendation No. 8	That as part of the procurement exercise the Council should give consideration to facilitating community activities in order to build bridges into local communities.			
Executive's Response	Within each tender we are assessing tenderers (as part of the quality assessment of each bid), on their specific proposals to work in partnership with the wider community to enrich the quality of life for Service Users and members of the wider community in terms of social and economic well-being.			
Action	Owner	By When	Target/Success criteria	Progress
Recommendation No. 9	That an outcome-based commissioning approach should be taken. This shall better meet service users' needs and give more control to users.			
Executive's Response	This is a fundamental principle underpinning the NSI programme. It is the council's aim to move towards an outcome based approach, combined with the appropriate input and output requirements, as part of our strategic commissioning plan.			
Action	Owner	By When	Target/Success criteria	Progress

Health and Adult Social Care Overview & Scrutiny Task & Finish Group Report on the Next Stage Integration Project

Recommendation No. 10	That equal opportunity shall be allowed in the procurement process for a 'mixed market' of small providers as for a single large provider			
Executive's Response	<p>Agreed. Where appropriate the council actively seeks to commission services from a rich mix of suppliers including large and small providers. In particular the council undertakes a range of activities to support local suppliers to help increase their chances of being successful in the council's tendering activities such as:</p> <ul style="list-style-type: none"> • Holding a range of 'Meet the Buyer' and 'How to Tender' workshops • Supply market development through supplier networking, soft market testing and consultation • more simplified and proportionate tender processes and documentation • where possible applying procurement strategies that breaks demands into smaller 'lots' • use a single, council-wide online e Tendering Portal to access tender opportunities <p>The Council's Commissioning and Commercial Strategy endorsed by the Council's Commercial Board and available on the intranet for further information relating to this.</p>			
Action	Owner	By When	Target/Success criteria	Progress
Recommendation No. 11	That a task and finish group is commissioned by the Health and Social Care Overview and Scrutiny Committee within six months, to look at the support that is given to carers.			
Executive's Response	This is a matter for the Health & Social Care Overview & Scrutiny Committee to determine in light of its overall work programme.			
Action	Owner	By When	Target/Success criteria	Progress
Recommendation No. 12	That a report is provided to the Health and Social Care Overview and Scrutiny Committee within three months as to the performance on initial assessments. This should include timescales for how long initial assessments are taking and identify strategies for improvement			
Executive's Response	Agreed. The percentage of adult assessments completed within agreed timescales is now a critical performance indicator in the corporate performance report received quarterly by Cabinet (latest performance included in the Cabinet agenda 21 November 2013). A report will be commissioned by the Director of Adult Wellbeing for delivery in the new year			

Health and Adult Social Care Overview & Scrutiny Task & Finish Group Report on the Next Stage Integration Project

Action	Owner	By When	Target/Success criteria	Progress
Draft Report	Director Adult Wellbeing Helen Coombes	February 2014	Delivery of Report	N/A
Recommendation No. 13	That a feasibility enquiry is undertaken by the Executive into provider staff undertaking initial assessments on service users. This should be undertaken within three months and the results reported back to Health and Social Care Overview and Scrutiny within one month of completion			
Executive's Response	This will be taken forward and the process for implementation and piloted with selected providers once contracts have been awarded			
Action	Owner	By When	Target/Success criteria	Progress
Recommendation No. 14	That the Council, Clinical Commissioning Group and Wye Valley NHS Trust ensure that the terminology used by the Council (social care) and Wye Valley Trust (for example, in the definition of re-ablement) is consistent. There must be a shared understanding of this terminology			
Executive's Response	Agreed – There is an agreed collaborative approach between partners at a strategic and operational level that enables a greater level of discussion and clarity around what current delivery really is and what future planning looks like and as a result terminology is regularly challenged and clarified. This will lead to the shared understanding recommended above. The Social Care Institute for Excellence has also produced a Social Care Jargon Buster publication that is regularly shared within and out with the council to assist with queries on terminology.			
Action	Owner	By When	Target/Success criteria	Progress
Recommendation No. 15	That a trial of locating social workers in Accident and Emergency on a Saturday and Sunday is considered.			
Executive's Response	Agreed. It is planned to trial this from the 1 st December 2013. The trial will be monitored until 31 st March 2014 and recommendations on future provision and benefits will be reported.			
Action	Owner	By When	Target/Success criteria	Progress
Recommendation No. 16	That a regular report be provided by all providers of adult social care to the Health and Social Care Overview and Scrutiny Committee every six months.			

Health and Adult Social Care Overview & Scrutiny Task & Finish Group Report on the Next Stage Integration Project

Executive's Response	Adult Social Care key performance indicators are included in the quarterly corporate performance report to Cabinet. The Director of Adult Wellbeing and the Cabinet Member Health & Wellbeing will of course be happy to attend any meeting of the Committee to account for performance.			
Action	Owner	By When	Target/Success criteria	Progress
Recommendation No. 17	That an update is provided to the Health and Social Care Overview and Scrutiny Committee in six months on the development of virtual wards			
Executive's Response	Reports on the Virtual Ward project will be presented to CCG Board and the Health and Wellbeing Board and this information will be available to HSCOSC.			
Action	Owner	By When	Target/Success criteria	Progress
Share Reports with HOSC	Director Adult Wellbeing	As they become available	N/A	N/A
Recommendation No. 18	That a complete overhaul of the Integrated Community Equipment Store is completed within three months.			
Executive's Response	Not agreed. This service is currently subject to a tendering exercise which will ensure that a new Community Equipment Store provider is in place as of the 1 st April 2014. The service is being commissioned on an outcome basis which will mitigate some of the concerns identified by the Task & Finish Group; to undertake a service review at this point of the process would be counter-productive.			
Action	Owner	By When	Target/Success criteria	Progress