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| Meeting: | Health and social care overview and scrutiny committee |
| Meeting date: | 27 February 2017 |
| Title of report: | Implementation of WISH information and signposting service |
| Report by: | Strategic wellbeing and housing manager |

Classification

Open

Key decision

This is not an executive decision.

Wards affected

County-wide

Purpose

To seek the views of the committee on work in progress to redesign the WISH service and its role in the wider prevention and wellbeing system for Herefordshire.

Recommendation(s)

That the committee determine any recommendations it wishes to make to commissioners regarding the redesign of the WISH service, with a view to securing improved health and wellbeing outcomes in the county and improved value for money.

Alternative options

- 1 None; it is open to the committee to determine whether it wishes to make any recommendations for improvement.

Reasons for recommendations

- 2 WISH has been in operation since February 2016 and its performance and role in wider prevention and wellbeing strategy has been reviewed. Substantial upgrading is planned for the online system and the role of the “hub” service supporting WISH is

being refocused. The report and attached presentation provide an opportunity to review this redesign work.

Key considerations

- 3 The council is committed to providing comprehensive and accessible information services to individuals and families in order to promote health and wellbeing and to help reduce the need for statutory and intensive services. It has obligations to ensure that information and signposting is provided to local people, including under the care Act 2014 and the Children and Families Act 2014.
- 4 The council and its partners in Herefordshire are seeking to establish a comprehensive approach to promoting health and wellbeing and preventing need for services. Information and signposting have a key role to play in a prevention and wellbeing system, alongside wellbeing networks, and appropriate strategies for carers, access to technology and universal services.
- 5 The decision to commission information, advice and signposting hub was taken by the cabinet member in January 2015 and, following procurement the contract was awarded in April 2015 to Services for Independent Living (SIL). This was complemented by a decision to commission a web-based care and support pathway which includes information and advice, through to assessment and purchasing of care.
- 6 The service, known as 'wellbeing information and signposting for Herefordshire' (WISH) consists of both contracted services: the online web based platform, and the "hub" service to develop the content of WISH and promote its use by local people. The service began in February 2016 and the council has continued to work with providers to review and evolve the services. Significant upgrade of the online system and change in the role of the "hub" service are now planned for 2017.
- 7 The presentation will provide an overview of activity levels, and the revised direction now being proposed following a year of operation. Further work is needed to identify appropriate outcome measures for assessing the value and effectiveness of the service and the input from scrutiny members in this regard would be particularly welcome.

Community impact

- 8 Effective information services are integral to delivering all the main priorities in Herefordshire's health and wellbeing strategy, including those related to children and young people, older people, housing and mental health. Information and signposting can also play a significant role in ensuring that priorities in the council's corporate plan are achieved in relation to people living safe and independent lives.

Equality duty

- 9 There are no implications for equalities arising from this report. The WISH service is intended to assist all local citizens but the planned improvements are particularly likely to benefit some groups with protected characteristics including disabled people, older people and children and young people.
- 10 An equalities impact assessment was completed when the information advice and

guidance hub was commissioned; it will be reviewed as part of the redesign plans to assess whether impacts have been as originally foreseen and whether or not any further actions are needed to enhance positive impacts or mitigate negative ones.

Financial implications

- 11 There are no financial implications arising from the report. All proposed changes to the WISH service can be accomplished without changes to contracted services or the council's resources.

Legal implications

- 12 The committee has the power to make reports or recommendations to the executive with respect to the discharge of any functions which are the responsibility of the executive and to review and scrutinise any matter relating to services designed to secure improvement in:

- (a) in the physical and mental health of residents, and
- (b) in the prevention, diagnosis and treatment of physical and mental illness

Risk management

- 13 No specific risks arise from the recommendations in this report.

Consultees

- 14 None.

Appendices

Appendix 1 - presentation

Background papers

None identified.