

AGENDA MANAGEMENT SHEET

Name of Committee **Adult and Community Services Overview & Scrutiny**

Date of Committee **12 July 2006**

Report Title **Customer First Progress Report**

Summary This report updates Members on the progress of the Customer First Team and the outcomes of the fourth Customer First Conference held on 22 May 2006.

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Would the recommended decision be contrary to the Budget and Policy Framework? [please identify relevant plan/budget provision] No.

Background papers None

CONSULTATION ALREADY UNDERTAKEN:- Details to be specified

- Other Committees
- Local Member(s)
- Other Elected Members Councillors F. McCarney, R. Dodd and Mrs M. Hayfield.
- Cabinet Member Councillor Colin Hayfield,
- Chief Executive
- Legal Alison Hallworth, Legal Services
- Finance
- Other Chief Officers
- District Councils
- Health Authority

Police

Other Bodies/Individuals

FINAL DECISION YES

SUGGESTED NEXT STEPS:

Details to be specified

Further consideration by this Committee

To Council

To Cabinet

To an O & S Committee

To an Area Committee

Further Consultation

**Adult and Community Services Overview & Scrutiny
Committee - 12 July 2006**

Customer First Progress Report

**Report of the Strategic Director of Adult, Health and
Community Services**

Recommendation

Adult and Community Services Overview & Scrutiny Committee are asked to consider and note this report.

1. Introduction

- 1.1 The Directorate has set out in its Adult Social Care Plan a key priority of 'Engagement with service users and family carers' to ensure that they are at the heart of all that we do.
- 1.2 The main aim of the Customer First Team is to co-ordinate the work of the involvement and participation of people who use our services and family carers. The Customer First Steering Group is a group of 15 service users and carers, working with social services managers to improve service user and carer involvement in the department. They are consulted as a reference group for issues being taken forward, for their views. The group also advises and comments on draft leaflets and information, to ensure they are easy to understand.

2. Audit of service user and family carer involvement

An annual check is carried out by members of the Customer First Team with managers across the directorate to discuss their current service user and family carer involvement activities. The outcomes of this audit are shared with Service Managers, to identify any gaps and to plan how to take this forward. This is quite a large document and is available for Members to look at in their Group Rooms.

3. Customer First Conference

3.1 The fourth Customer First Conference was held on 22 May 2006 and nearly 150 people who use our services, family carers and senior managers met with the Director on this day. The day was planned and managed by members of the Customer First Steering Group. People were given feedback from last years conference on how the department had progressed the issues that people had said were important.

3.2 Feedback from the event was very positive and considered to be an improvement on previous years. A summary report of the outcomes of the conference is attached as appendix 1. The Customer First Team propose to take forward these outcomes with the Directorate and Adult Social Care Managers to discuss how to take these issues forward. Everyone who attended the conference will have a copy of the summary report.

4. Current activities of the Customer First Team

4.1 Some of the direct work that members of the Customer First Team are currently involved with are:

- Meeting with older people who use our day services

every three months, to give their views on the services that they receive and how we can make them better.

- Supporting the Older People's Forums and working with them to plan their annual conference.
- Monitoring and reviewing minimum standards for the involvement of service users in our Homes for Elderly People.
- Working with people with learning disabilities on developing an anti-bullying, hate crime and abuse policy. This is in partnership with Warwickshire Police.
- Supporting service users and family carers to be part of taking forward the Integrated Community Equipment Service.
- Supporting the older people representatives on the Older People's Strategic Partnership Board.
- Supporting a service user and family carer reference group for the Supporting People Team.
- Liaising and linking with the North and South Mental Health Empowerment Projects.
- Working with managers from the Supporting People Team to support a service user reference group.
- Assisting in the reviews of short breaks for carers of older people and learning disability partnership board.
- Supporting the work of the 'Make it Easy' group of people with learning disabilities.

6. Summary

- 6.1 The Customer First Team is always promoting and reinforcing the message of putting people who use our services and family carers at the heart of everything that we do. The team works closely with staff and managers to ensure that this is part of everyone's work.
- 6.2 The Commission for Social Care Inspection and the Delivery and Improvement Statement also has a section on involvement and participation, to ensure that services are changing and developing as a result of the views and needs of service users and family carers.

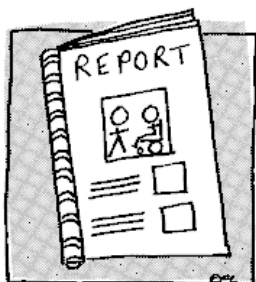
Graeme Betts
Strategic Director of Adult, Health and
Community Services

Shire Hall
Warwick

20 June 2006

4th CUSTOMER FIRST CONFERENCE

Having Your Say About Warwickshire County Council



Report

May 22nd 2006, Ricoh Arena



This is a report of what people said at the 4th Customer First Conference on Monday May 22nd 2006.



The conference was opened by Marlene Venni (Co-chair of the Customer First Steering Group and Learning Disability Partnership Board) and Graeme Betts (Strategic Director of Adult, Health and Community Services). In the morning we had feedback from people about the different things that had happened since last year. Some people also talked about their own personal experiences (life stories).



Information was on display for everyone to look at during the day and computers available for people to look at the website.



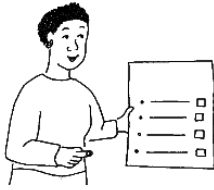
New buses were there for people to look at. People could speak to the managers about what they liked and disliked about the buses.



Liz Stone from Mencap told people about the workshop. Everyone was asked to look at what services they would like, near their home, to make their life better.



Everyone worked very hard to make their own community and used pictures of services to tell people what was important to them. They all said that services should be right for people from all different backgrounds. Volunteers were also important to have in services, where possible.



When the workshop finished, each table said what their 3 most important services were. The services that were important to most people are as follows:



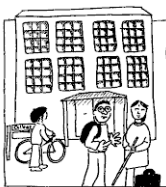
- Transport
 - flexible, easy to use and available all hours
 - ring and ride service
 - different types of transport, not just buses
 - car service including mobility schemes



- Information
 - one stop shops in local areas or libraries
 - resource cafes
 - easy to read information



- Access to health and social care services
 - health centres (doctors, nurses, footcare, physiotherapist, rehabilitation, carers assessments, dentist, optician)
 - support workers, sitting service, single assessment, advocacy, short breaks



- Community Centres
 - day care
 - lunch clubs
 - leisure activities



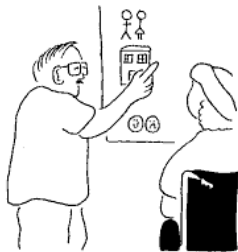
- Carers Centre
 - awareness raising of carers issues
 - carers assessments
 - resource/drop-in centre
 - concessions available for carers activities



- Personal/Community Safety
 - personal/community alarms
 - telecare monitors
 - fire safety and prevention
 - Fair Trader Scheme for all ages
 - Police/feeling safe



- Home based services
 - gardening, domestic help, care and repair
 - aids and adaptations for all ages



- Choices
 - when I get up and go to bed
 - activities/outings that I would like to do
 - what to eat and when



- Mobile library - more visits (once a month to sheltered accommodation, but every 3 months to residential homes).



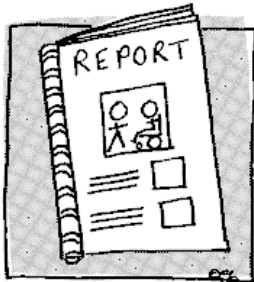
Graeme Betts (Strategic Director of Adult, Health and Community Services) gave a presentation on his ideas for the future. He said that he wants to make sure that people who use our services are at the heart of everything that we do. Graeme then answered questions that people had about the services of the County Council.



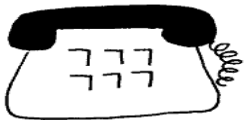
Kim Bolton (Customer First Team) said thank you to everyone for coming to the conference and to the Customer First Steering Group members for all their hard work during the year. Kim also said thank you to members of the 'Make it Easy' group for their excellent DVD that they presented at the conference.



Karl Russell closed the conference.



This report will go to the Management Team to agree on how these issues will be taken forward during the next year.



If you have any questions about this report then please contact the Customer First Team on 01926 412121