

Report to: **Cabinet**

Date: **6 April 2004**

By: **Director of Social Services**

Title of report: **Response to Scrutiny Review of Older People's Services: User and Carer Involvement in Services**

Purpose of report: **To provide an opportunity for the Cabinet to comment on the report of the Social Services and Health Scrutiny Committee.**

RECOMMENDATIONS

The Cabinet is recommended to:

- 1. note and welcome the report of the Scrutiny Committee;**
 - 2. and that in considering the report of the Scrutiny Committee, the County Council be recommended to welcome the main recommendations set out in the report and to approve the response of the Director of Social Services to the recommendations and their implementation.**
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1. Financial Appraisal

1.1 All costs arising from the Action Plan (Appendix 1) are already incorporated into part of the 2004/05 base budget.

2. Supporting Information

Introduction

2.1 The Scrutiny Review of Older Persons Services: User and Carer involvement in services is welcomed by the department. This is an area where some progress has been made, and these further changes can improve the experience of service users. As recognised by the Scrutiny Report, the new Performance and Quality Division and specifically the Quality and Change Management Unit is now well placed to drive this work forward.

2.2 The activity of the Scrutiny Committee has been particularly useful since it has highlighted areas of weakness external to the Council but that impact on the ability of Social Services to be pro-active in involving older people and their carers in their individual service planning. This will act as a driver to take forward these issues with our partners.

2.3 The Action Plan at Annex 1 responds to the action points and recommendations made by the Scrutiny Committee. Milestones and reporting points are included, together with Social Services Business Plan references where appropriate.

3 Conclusion and Reason for Recommendation

3.1 The scrutiny review report is useful as it provides a framework for continued improvement in the area of user and carer involvement in older people's services.

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Background documents:

Scrutiny Review of Older People Services: User and Carer Involvement in Services – reported to this Cabinet meeting.