

Adults & Health Scrutiny Panel

Digitalisation and Communications with Residents (Adult Social Care) – Draft Scope and Terms of Reference (2023/24)

Rationale	<p>The Council’s Corporate Delivery Plan for 2022/23 and 2023/24 includes a High Level Outcome on Positive Resident Experience which specifies that: <i>“All residents, businesses and other stakeholders can easily access services which are designed and operated in a resident-centric way. Co-production puts resident voice and experience at the heart of everything we do. Positive interactions with the council will support better relationships with the community, increasing mutual trust and confidence.”</i></p> <p>In addition to commitments to improve access to Council services and information, this High Level Outcome also specifies that residents should experience <i>“a more usable, accessible and enhanced digital service offer”</i> and <i>“consistent service standards, with inclusion across all channels and adaptations and enhanced support for those that need it”</i>.</p> <p>Senior officers from Adult Social Services have previously highlighted to the Panel the opportunities post-Covid to interact with residents in a different way, particularly through digitalisation and to develop more streamlined processes. Feedback from residents was that they wanted to be able to tell their story only once rather than having to tell different departments the same pieces of information. Residents also want to be kept informed of when to expect actions to be taken or contact to be made with them and so more efficient communications was also a part of this. Officers had indicated an intention to look at points of contact for residents with a view to how that offer can be transformed, including through digital platforms.</p> <p>Panel Members have previously raised concerns at recent Panel meetings about issues with Member enquiries relating to adult social care noting that it was sometimes necessary to make multiple enquiries to ascertain whether an issue had been resolved. This could be a particular issue in cases where residents have complex needs and/or require support from multiple local agencies. This could include cases involving alcohol/drug dependency and/or mental ill-health. Members have highlighted the importance of co-ordination between local stakeholders and practical difficulties that they had experienced in identifying who to contact in order to obtain further help and support for the residents affected.</p>
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	<p>This issue had been highlighted by a previous Scrutiny Review by the Panel in 2021/22 in the context of sheltered housing in Haringey. The Review (“Sheltered Housing – Access to Health and Social Care Services”) recommended that support for clients with high needs, including specialised targeted support where appropriate, was to be prioritised as part of the locality working approach. The Cabinet response to the Review, published in December 2022, committed that each locality would develop a network of practitioners, community groups and council teams who would work together to improve access to services and enable faster responses to people in crisis.</p> <p>The Adult & Health Scrutiny Panel’s review will examine the communication process and systems in place for residents presenting with a complex picture involving a multidisciplinary team.</p> <p>The Panel will seek to consider evidence from a broad range of witnesses and to develop recommendations to Cabinet on possible improvements in digitalisation and communications with residents in Haringey.</p>
<p>Scrutiny Membership</p>	<p>The Members of the Adults and Health Scrutiny Panel that will carry out this review are:</p> <p>Councillors: Pippa Connor (Chair), Cathy Brennan, Thayahlan Iyngkaran, Mary Mason, Sean O’Donovan, Felicia Opoku & Sheila Peacock.</p> <p>Co-opted members: Ali Amasyali & Helena Kania.</p>
<p>Terms of reference</p>	<p>The aims of this project are:</p> <p>To review the current arrangements for communication processes and systems for residents presenting with complex needs involving a multidisciplinary team including:</p> <ul style="list-style-type: none"> • How the team communicates between one another regarding the actions needed to facilitate care for the resident. • How the team communicates with the resident and family members, how it provides a single point of contact, plan of actions and timeframe for these actions. • How the team communicates with Council Members who request details about the actions and the timeframes for these actions to be carried out. • What systems are in place to facilitate the above to take place.

Links to the Corporate Delivery Plan	High Level Outcome 1: Positive Resident Experience - All residents, businesses and other stakeholders can easily access services which are designed and operated in a resident-centric way. Co-production puts resident voice and experience at the heart of everything we do. Positive interactions with the council will support better relationships with the community, increasing mutual trust and confidence.
Evidence Sources/Witnesses	<p>A broad selection of interested parties will be invited to take part in the review and to submit evidence. In this context it is noted that residents with complex needs are typically supported by a multi-disciplinary team that may include the following representatives:</p> <ul style="list-style-type: none"> • Specialist housing worker • Social worker • Mental Health worker • Care co-ordinator • Voluntary sector or charity (such as Mind) • Aids and Adaptations • Alcohol or drug team worker • Police • Community Occupational Therapist
Equalities Implications	<p>The Council has a Public Sector Equality Duty under the Equality Act (2010) to have due regard to the need to: (1) Eliminate discrimination, harassment and victimisation and any other conduct prohibited under the Act; (2) Advance equality of opportunity between people who share those protected characteristics and people who do not; (3) Foster good relations between people who share those characteristics and people who do not.</p> <p>The three parts of the duty applies to the following protected characteristics: age; disability; gender reassignment; pregnancy/maternity; race; religion/faith; sex and sexual orientation. In addition, marriage and civil partnership status applies to the first part of the duty.</p> <p>The Panel should ensure that it addresses these duties by considering them during final scoping, evidence gathering and final reporting. This should include considering and clearly stating: How policy issues impact on different groups within the community, particularly those that share the nine protected characteristics; Whether the impact on particular groups is fair and proportionate; Whether there is equality of access to service and fair representation of all groups within Haringey; Whether any positive opportunities to advance equality of opportunity and/or good relations between people, are being realised.</p>

Timescale	For completion by April 2024.
Reporting arrangements	The Director of Adults & Health will coordinate a response to Cabinet to the recommendations of the Committee's final report.
Officer Support	Lead officer: Dominic O'Brien, Principal Scrutiny Officer, 020 8489 5896, Dominic.Obrien@haringey.gov.uk