

PUBLIC

**MINUTES** of a meeting of the **IMPROVEMENT AND SCRUTINY COMMITTEE - PEOPLE** held on Wednesday, 1 May 2024 in Committee Room 1, County Hall, Matlock, DE4 3AG.

**PRESENT**

Councillor K S Athwal (in the Chair)

Councillors R Iliffe, T Kemp, C Dale, R George and P Rose.

Apologies for absence were submitted for Councillors S Burfoot, N Gourlay and J Wharmby.

**11/24 DECLARATIONS OF INTEREST**

There were no declarations of interest.

**12/24 MINUTES**

The minutes of the meeting held on 11 April 2024 were confirmed as a correct record.

**13/24 PUBLIC QUESTIONS (30 MINUTE MAXIMUM IN TOTAL)**

The Chairman reported that a public question had been received but was not relevant to any items on the agenda for this meeting. The question had subsequently been referred to the Adult Social Care & Health department for them to provide a reply. The response and any supplementary question would be circulated to members of the committee.

**14/24 ONLINE INFORMATION FINDER AND SELF-ASSESSMENT**

Gemma Poulter, Tanya Henson and Zuzanna Forster-Fake attended the meeting to update the committee on the progress of the online information finder and online self-assessment.

The information finder was available via the Derbyshire County Council website and would ask a person a few questions about what they, or a friend/family members, were having difficulty with. As a result, they would receive tailored links to information and advice. The person would then have the option to continue to the self-assessment portal where eligible needs were indicated.

The information would be screened upon receipt by ACATT practitioner and be supported where the enquiry could be resolved swiftly and remotely. Otherwise, it was passed directly for allocation to a local social

work team. There were various routes into Adult Care, to suit the person's preferred communication method or communication needs.

The committee was informed that, between June 2023 and 3 March 2024, the online information finder had received 8,188 website views and 27% of the viewers had gone on to complete the online information finder. Feedback was encouraged and the facility had received an average star rating of 4.2 (out of 5). Examples of the feedback that users had left was provided.

Members were presented with a breakdown of data relating to the users of the self-assessment. The area where the most self-referrals had been received was from the High Peak, and the majority of these referrals came from females and people in the 65+ age bracket. Members were also informed of who was accessing the self-assessment: representatives; individuals or professional representatives and what time and which day of the week they were most commonly received. Clarity was sought on whether the figures referred to the actual number of people, or whether it was a percentage of the completed self-assessments.

Information detailing the self-assessment outcomes was presented and the average number of days to agree the initial outcome (i.e to complete the initial professional assessment) was thirteen days.

The introduction of the self-assessment process had broadly been very successful and was now established and embedded as business as usual. The following next steps would be required to support the continued efficacy of this work:

- KPIs need to be embedded and reported on.
- Google analytics data developments required to include details of usage.
- Communications activities to be revisited now that this was business as usual (leaflets, further external and internal promotion).
- Future reviews would report via the Quality Assurance Board.

Members enquired where they could obtain leaflets from so that they could be placed in county council drop-in centres and social centres. Gemma Poulter would arrange for them to be sent to the members so that they could be distributed at establishments within their particular areas. It was also suggested that leaflets could be rolled-out to libraries to enable members of staff to assist individuals with completing the self-assessment form. The leaflets were constantly being reviewed and updated and the most up to date versions were available on the DCC website.

On behalf of the committee, the Chairman thanked Gemma, Tanya and Zuzanna for their informative and detailed presentation.

## 15/24 **ANNUAL FEEDBACK**

Gemma Poulter, Tanya Henson and Zuzanna Forster-Fake, introduced this report which provided feedback from the Adult Social Care Survey (ASCS) undertaken by Derbyshire residents in 2021-22. The results from the ASCS 2022-23 were also presented.

Following this survey, six shared priorities had been developed:

- Outcome focused: support people to live their best life independently at home, connected to the community and local resources, stepping in with more help where needed.
- Short-term support: helping people recover and regain stability independence and control following a personal crisis or illness.
- Joining up support: working across the system with partners, carers and residents to provide support in a safe, supportive homelike setting.
- Co-production: develop more equal partnerships between people who use services, carers and professionals to deliver better outcomes.
- Supporting carers and our workforce: recognise and value carers and our social care workforce, and the contribution they make.
- Standards and value for money: make sure there is a good choice of affordable care and support available across the county with a focus on people's experiences and improving quality.

Examples of how feedback and engagement had been gathered and fed into the Best Life Derbyshire Strategy was highlighted.

Councillor George praised the work that was being undertaken in the High Peak and in particular the service provided by the Living Well prototype.

The top three themes received through formal complaints and service enquiries were 'decisions we made', 'access to services' and 'communication'. Officers provided information on the improvements that had been implemented in response to these themes.

The Chairman wished to thank the officers and their teams for the way they had gathered the feedback and had reacted to the complaints and responses to improve the service and enabled its continued development.

On behalf of the Committee, the Chairman thanked Tanya, Gemma and Zuzanna for their attendance and comprehensive feedback report.