

APPENDIX B



REVIEW TOPIC	PERSONALISATION
COMMISSIONER / DEPUTY COMMISSIONER LEAD	<i>A Commissioner, Deputy Commissioner or the Chairman or Deputy Chairman of the Adults, Communities and Health Overview and Scrutiny Committee to be nominated to chair the Panel.</i>
OFFICER SUPPORT	Officers from:- <ul style="list-style-type: none"> • Adults and Communities Department • Chief Executive's (Democratic Services)
RATIONALE	Personalisation offers opportunities for service users to take more choice and control of their care and support services. There is a need to understand any risks associated with this and ensure that vulnerable people are safeguarded.
PURPOSE OF REVIEW /OBJECTIVES	<ol style="list-style-type: none"> 1. To understand the benefits and risks of the personalisation of Adult Social Care 2. To examine the arrangements for rolling out personalisation across adult social care services 3. To consider the risk management arrangements that are in place to protect service users who use personalised services 4. To review the support and advocacy arrangements that are available for service users and carers 5. To consider the preparation staff and providers have undertaken to ensure that service users are supported and safeguarded whilst receiving personalised services
TIMESCALE	February – June 2011 The final report to be submitted to the Adults, Communities and Health Overview and Scrutiny Committee

METHODOLOGY/ APPROACH	<p>This will be a full review.</p> <ol style="list-style-type: none"> 1. To obtain information on the arrangements for rolling out personalisation and on the risk management strategies that are in place. 2. To seek the views of users and carers on the support and advocacy arrangements that are in place. 3. To seek the views of providers on how service users can be supported and safeguarded.
OUTCOMES	<ol style="list-style-type: none"> (a) To enable an improved understanding of personalised services in adult social care. (b) To identify the potential for improving the support and advocacy arrangements for service users and carers. (c) To ensure that service users are supported and safeguarded whilst receiving personalised services. (d) To ensure that arrangements are in place to mitigate any risks to service users using personalised services.
CONSULTATION/ COMMUNICATIONS	<p>Consultations to be undertaken with :-</p> <ul style="list-style-type: none"> • Service Users • Carers • Providers
PUBLICITY	<p>A press release will be issued when the final report is published as part of the papers for the Adults, Communities and Health Overview and Scrutiny Committee.</p>
RISKS AND BARRIERS	<p>There is a risk that the Panel could raise the expectations of service users and carers regarding improvements that can be made to support and advocacy arrangements. These may prove unrealistic given the current economic climate.</p> <p>There is a risk that the Panel may not adhere to timescale.</p>