

<b>HEALTH SCRUTINY COMMITTEE</b>
<b>24 MAY 2018</b>
<b>WORK PROGRAMME 2018/19</b>
<b>REPORT OF HEAD OF LEGAL AND GOVERNANCE</b>

**1. Purpose**

- 1.1 To consider the Committee's work programme for 2018/19 based on areas of work identified by the Committee at previous meetings and any further suggestions raised at this meeting.

**2. Action required**

- 2.1 The Committee is asked to:

- a) agree its work programme for the municipal year 2018/19, leaving flexibility to make amendments to this programme as appropriate as the year progresses; and
- b) establish a study group to explore service user experience of carer support services and how service user feedback is used to improve those services; and appoint councillors to sit on that study group.

**3. Background information**

- 3.1 The Health Scrutiny Committee is responsible for carrying out the overview and scrutiny role and responsibilities for health and social care matters and for exercising the Council's statutory role in scrutinising health services for the City.
- 3.2 The Committee is responsible for setting and managing its own work programme to fulfil this role.
- 3.3 In setting a programme for scrutiny activity, the Committee should aim for an outcome-focused work programme that has clear priorities and a clear link to its roles and responsibilities. The work programme needs to be flexible so that issues which arise as the year progresses can be considered appropriately. This is likely to include consultations from health service commissioners and providers about substantial variations and developments in health services that the Committee has statutory responsibilities in relation to.
- 3.4 Where there are a number of potential items that could be scrutinised in a given year, consideration of what represents the highest priority or area of risk will assist with work programme planning. Changes and/or additions to the work programme will need to take account of the resources available to the Committee.
- 3.5 The proposed work programme for the municipal year 2018/19 is attached at Appendix 1.

- 3.6 During 2017/18 the Committee spoke to commissioners and providers about the recently recommissioned carer support services. The Committee decided to look in more detail at the experience of carers in receipt of those services. Therefore it is proposed that the Committee establish a study group to carry out a review of service user experience of carer support services; and how service user feedback is used to improve services. It is suggested that this include:
- a) speaking to carers about their experience of carer support services (an event has been arranged for 12 June 4-6pm to enable this)
  - b) reviewing feedback and compliments and complaints data relating to carer support services
  - c) speaking to commissioners and providers about:
    - i. methods for gathering and responding to service user feedback
    - ii. how service user feedback is used to improve commissioning and provision
    - iii. how feedback from the carers event on 12 June will be responded to and used to inform services

The aim of the review will be to contribute to ensuring that carer support services meet the needs of local carers; and where evidence shows that there could be a better way of doing things, make recommendations for change. It is anticipated that the review will take place during June and July and report back to the Committee with findings and recommendations in September.

#### **4. List of attached information**

- 4.1 Appendix 1 – Health Scrutiny Committee 2018/19 Work Programme

#### **5. Background papers, other than published works or those disclosing exempt or confidential information**

- 5.1 None

#### **6. Published documents referred to in compiling this report**

- 6.1 Reports to and minutes of the Health Scrutiny Committee during 2017/18

#### **7. Wards affected**

- 7.1 All

#### **8. Contact information**

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