

MEMBER DELIVERY CHAMPION

To: **Adults Committee**

Meeting Date: **14 September 2017**

From: **Executive Director: People and Communities**

Electoral division(s): **All**

Forward Plan ref: **Key decision:** **No**

Purpose: **The purpose of this paper is to set out a proposal for the Adults Committee to nominate a number of Service Delivery Champions in key areas of interest or concern which the Committee wishes to develop a more detailed understanding about.**

Recommendation: **Recommendation**
The Adults Committee is asked to

- **Agree the proposed role of the Service Delivery Champion**
- **Agree the subject areas**
- **Nominate Service Delivery Champions for Delayed Transfers of Care, Learning Disability, Neighbourhood Cares**

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1. BACKGROUND

- 1.1 The proposal is that a number of representatives are nominated from the Adults Committee to act as a Service Delivery Champion on behalf of the Committee.

2. PROPOSED AREAS OF FOCUS

- 2.1 Initial discussions between members and with officers have indicated that there are a number of areas where there are opportunities for transformation or challenges to be addressed by the Adults Committee which would derive benefit from having an identified member acting as a Service Delivery Champion for the next 6 month period for the following areas

- Learning Disability Transformation
- Delayed Transfers of Care
- Neighbourhood Cares
- Adult Social Care budget
- Assistive Technology

- 2.2 As this is a new approach there will be flexibility about subject area, function and timescale and it will be important for the Adults Committee to review this on a regular basis and have a rolling programme. The subject matter and named Service Delivery Champion will change throughout the year and be reviewed as the Adults Committee.

2.3 Role of the Service Delivery Champion

- 2.3.1 The role of the Service Delivery Champion would be to get a different and more detailed understanding and perspective on these issues. There will be flexibility about how the role is fulfilled and the following types of activities are envisaged. It is also proposed that the Service Delivery Champion would produce a brief paper for the Committee setting out their findings. If they wished to be accompanied by a member of the front line team they have been in contact with this could also be arranged as this would also be an excellent development opportunity for the staff member.

- spend time with frontline staff, experiencing their frustrations and garnering their ideas and then coming back to Committee with suggestions for improvements.
- following the typical pathway or 'journey' that might be followed and identifying what works well and opportunities for improvement
- attending key meetings or events that will provide an insight into the issue
- meeting people who use our services their family and carers and local residents to get their perspective
- looking in detail at specific cases
- Researching and being given access to information about best practice, what works, performance and finance data- becoming an 'expert' in their area

- 2.3.2 The role is flexible and the level of involvement will depend on availability of time. The Service Delivery Champion may decide to focus on their own patch or learn about another part of the County.

2.4 How the Service Delivery Champion will be supported

- 2.4.1 The Service Director Adults and Safeguarding will identify a front line manager who will act as a point of contact and will help organise the contact with staff and service users and access to the relevant information. The Council's Finance and Management Information Teams will also identify a named point of contact. The Service Director Adults and Safeguarding can be contacted at any point to discuss the role and help the Service Delivery Champion access the people and information they need to access.

3. ALIGNMENT WITH CORPORATE PRIORITIES

3.1 Developing the local economy for the benefit of all

There are no significant implications for this priority.

3.2 Helping people live healthy and independent lives

This process will enable members of the Adults Committee to identify opportunities to promote independence.

3.3 Supporting and protecting vulnerable people

This process will enable the Adults Committee to identify ways in which the Council can improve outcomes for vulnerable people.

4. SIGNIFICANT IMPLICATIONS

4.1 Resource Implications

There are no significant implications within this category.

4.2 Procurement/Contractual/Council Contract Procedure Rules Implications

There are no significant implications.

4.3 Statutory, Legal and Risk Implications

There are no significant implications.

4.4 Equality and Diversity Implications

This process will enable members to identify opportunities to promote equality of outcomes.

4.5 Engagement and Communications Implications

This process will improve the visibility of the Council within the local community.

4.6 Localism and Local Member Involvement

This process will promote localism and local member involvement.

4.7 Public Health Implications

This process will enable members to identify opportunities to promote public health and strengthen links to the public health agenda.

Implications	Officer Clearance
Have the resource implications been cleared by Finance?	Yes Name of Financial Officer: Martin Wade
Have the procurement/contractual/ Council Contract Procedure Rules implications been cleared by Finance?	Yes Name of Financial Officer: Chris Malyon and Paul White
Has the impact on statutory, legal and risk implications been cleared by LGSS Law?	Yes Name of Legal Officer: Fiona McMillan
Have the equality and diversity implications been cleared by your Service Contact?	Yes Name of Officer: Charlotte Black
Have any engagement and communication implications been cleared by Communications?	Yes Name of Officer: Matthew Hall
Have any localism and Local Member involvement issues been cleared by your Service Contact?	Yes Name of Officer: Charlotte Black
Have any Public Health implications been cleared by Public Health	Yes Name of Officer: Kate Parker

Source Documents	Location
<i>none</i>	