

Bath & North East Somerset Council

MEETING:	Health & Wellbeing Policy Development and Scrutiny Panel
MEETING DATE:	17 January 2014
TITLE:	Draft Advice & Information Strategy 2014-17
WARD:	ALL
AN OPEN PUBLIC ITEM	
List of attachments to this report: Draft Advice & Information Strategy 2014-17;	

1 THE ISSUE

This briefing report updates the Panel on development of the draft Advice & Information Strategy 2014-17 and of the programme of consultation currently being undertaken with stakeholders. The report also represents an opportunity for officers to consult with members of the Panel on the draft Strategy.

2 RECOMMENDATION

The Health & Wellbeing Panel is asked to:

2.1 Note the contents of the briefing.

2.2 Consider the draft Strategy and provide feedback, particularly addressing the following questions, which are in line with those posed in the public consultation:

- Is the document of a good standard; is it clear and easily understood?
- Are there any factual inaccuracies that need to be addressed?
- Do the contents accurately reflect the Council's intentions and the resources it has available for delivery of advice & information services?
- Is the proposed model for delivering advice in the future appropriate and reasonable?

3 FINANCIAL IMPLICATIONS

3.1 The draft Strategy will support the delivery of the approved savings identified in the Medium Term Service and Resource Plan. The delivery and development of the Strategy is being met from within existing budget resources.

4 THE REPORT

4.1 The Council is not statutorily obliged to ensure that generalist advice services are provided. However, it is recognised that timely and accurate advice has a strong role to play in improving and extending independent living and reducing spending on statutory services. Bath & North East Somerset has a diverse advice sector, providing a wide range of specialist and generalist services. To date, commissioning of advice services has been based on a sector review undertaken in 2006 and developed in response to emerging trends. The draft Strategy has been informed by the review of current advice and information provision undertaken over the past 12 months and by listening to people’s feedback about current and future provision. The document aims to set out a coherent and rational approach to provision of advice that is based on both local needs and available resources.

4.2 Consultation on the draft Strategy began on 9 December 2013 and will conclude on 24 January 2014.

4.3 The following table sets out the actions taken so far to publicise the draft document, how feedback will be gathered and, where appropriate, closing dates or dates of specific events.

4.4

Who consulted	How	Event dates or effective dates
General public	<ul style="list-style-type: none"> • Request for feedback on Council’s Consultation pages of website • Questionnaires, comments boxes and posters in 17 key locations 	<ul style="list-style-type: none"> • 11 December 2013 • 6-24 January 2014
Supporting People & Communities Providers	<ul style="list-style-type: none"> • Specific consultation event 	<ul style="list-style-type: none"> • 15 January 2014 (Invite and draft Strategy sent out 9 December)
Other stakeholders (including Sirona, CCG, Probation, MH and LD commissioners,	<ul style="list-style-type: none"> • Draft discussed with Supporting People & Communities Commissioning Body (SP&CCB) • Specific 	<ul style="list-style-type: none"> • 9 December 2013 • 15 January

Housing Services, Customer Services and Benefits staff)	consultation event	2014. (Invite and draft Strategy sent out 9 December)
	<ul style="list-style-type: none"> • Questionnaires, comments boxes and posters in 17 key locations 	<ul style="list-style-type: none"> • 6-24 January 2014
Elected Members	<ul style="list-style-type: none"> • Draft Strategy discussed by Cabinet • SP&CCB – Cabinet Member for Wellbeing sits on this group 	<ul style="list-style-type: none"> • 4 December 2013 • 9 December

4.5 The Supporting People & Communities Commissioning Body considered the draft Strategy on 9 December 2013 and the table below sets out the comments they gave on the draft document. Members of the Panel may wish to refer to this before providing feedback, in order to minimise duplication.

4.6

Page/paragraph	Comment
P2	Insert 'limited' before 'resources'.
p3	Diagram referred to but missing.
P4	Check national and local data for demographics around older populations. Are these correct as stated? Also consider including 'All England' data in the graph.
p6	Typo – 'Adult Social Care' in bold should be a new paragraph.
P7	Need to capture all the requests to Housing Team for info and advice around housing. More than 200 cases per week come through Housing Services.
P10	Remove duplicate graph
P11	Move para 3 to 'Debt' section.
p17	'Other' category of the graph is very high. More information is needed on what this covers.
P20	Change to 'Quality and Consistency' – Because we want to ensure that people have confidence in the Information & Advice they are given, so that they do not go to more than 1 place with the same issue. Need to add Value for Money' as one of the aims of the strategy
P22	Give examples of each theme – e.g. Theme 1 - Sirona and the Adult social care pathway, Enhanced Housing Options module, Apex etc. Theme 2 – One Stop Shops Theme 1 – 'No door is the wrong door' Explain what we mean by this and move this to Theme 2.
P23	Reference Apex under 'Facilitate a Sector Voice'

P24	Change colours in the diagram for better contrast – white on yellow is particularly difficult to read. Ensure Care and Repair show under Housing as well as debt and benefits
P26	Need to be explicit that APEX is funded by the Big Lottery
P28	Link procurement of advice & information more explicitly to the Financial Plan
P28	Include an action in Section 11 (Next Steps) to review A&I services for young people.

4.7 A verbal report will be provided on feedback received to date at the Panel meeting on 17 January.

5 RISK MANAGEMENT

5.1 A risk assessment related to the issue and recommendations has been undertaken, in compliance with the Council's decision making risk management guidance.

6 EQUALITIES

6.1 An Equalities Impact Assessment will be carried out on the revised draft Strategy, in light of the consultation.

7 CONSULTATION

7.1 Staff; Section 151 Finance Officer; Monitoring Officer.

8 ISSUES TO CONSIDER IN REACHING THE DECISION

8.1 Social Inclusion; Customer Focus; Sustainability; Human Rights; Other Legal Considerations

9 ADVICE SOUGHT

9.1 The Council's Monitoring Officer (Divisional Director – Legal and Democratic Services) and Section 151 Officer (Divisional Director - Finance) have had the opportunity to input to this report and have cleared it for publication.

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Background papers	None
Please contact the report author if you need to access this report in an	

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