

**HERTFORDSHIRE COUNTY COUNCIL  
ADULT CARE SERVICES SCRUTINY COMMITTEE  
THURSDAY 16 JANUARY 2003 at 10.30 a.m.**

Agenda Item No.

**3**

**PROGRESS ON BEST VALUE REVIEW OF SERVICES TO ADULTS  
WITH PHYSICAL DISABILITIES OR SENSORY LOSS**

*Report of the Director of Adult Care Services*

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**1. Purpose of Report**

To provide a progress report to the Scrutiny Committee concerning the implementation of key recommendations coming from the Best Value Review of Services to Adults with Physical Disabilities or Sensory Loss.

**2. Summary**

The Best Value Review of services was carried out during 2001. In December 2001 Cabinet approved the following 4 key areas of change.

- a. To develop a countywide network of information and resources for people of all ages who have a physical disability or sensory loss.
- b. To improve the partnership arrangements with the countywide Sensory Disability Team and develop a seamless sensory service which will enhance current provision and reach out to other communities and key partners.
- c. Improve the quality of existing service provision for people with a physical disability or sensory loss.
- d. To develop an overall strategy to drive forward the above improvements and provide the groundwork for greater integration with Health.

In order to achieve the required outcomes a Steering Group was formed with membership from Health, Voluntary Sector, providers of service, users and carers and Adult Care Services. A Project Manager (Gill Manning-Smith) was appointed in July 2002 assisted by 2 part-time officers (Carol Thompson and Sue Collyer) in August 2002.

To date, good progress has been made but this has involved a considerable amount of consultation and networking with all partners to achieve the desired outcome. During 2003 when the Resource Centres are established we will be able to move away from providing traditional Day Centres to local Centres that provide information and services to local people with disabilities. Other areas of work including Information Gateways, a fully integrated Translation and Interpreting Service, improved registration services and other improvements to services will enable Adult Care Services and Health to ensure a speedier and more efficient service is provided to the people of Hertfordshire.

A detailed analysis of the work achieved to date and still underway is attached as Appendix A, as the Implementation Monitoring Report, This provides timescales for the various projects and an overview of how the key recommendations will be implemented. The work is expected to be completed by 2004.

### **3. Conclusions**

The Implementation Monitoring Report demonstrates the progress to date, however, there are a number of areas which still have to be addressed in order to ensure full implementation of all recommendations.

These areas include:

- The physical development of the Jubilee and Marsh Lane Day Centres
- Achieving local ownership of the Strategy with the 8 Hertfordshire Primary Care Trusts
- Gaining greater user/carer involvement at the Steering Group
- Improving communications to user groups and potential users of services
- Improving Transport services for physically disabled people to access services
- Achieving a fully integrated Equipment Service with Health.

If you would like to know more about the issues covered in this report please contact:

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