

NORTH YORKSHIRE COUNTY COUNCIL

23rd July 2008

STATEMENT OF THE COMMUNITY SERVICES PORTFOLIO HOLDER (Adult Social Care, Library and Information Services)

COUNTY COUNCILLOR CHRIS METCALFE

Update on Catterick Garrison

I am pleased to advise you that work on the sports and leisure development at Catterick Garrison has reached the halfway milestone. The £21million building will house training and sporting facilities and will also be home to a £500,000 library funded by the County Council with £50,000 worth of new books, free internet access and "self issue" terminals. I recently visited the site and was impressed with the way this development is taking shape and contractors have advised that every effort is being made to ensure that the development is carried out in a sustainable way, with an emphasis on minimising the project's carbon footprint.

The centre is due to open in spring 2009.

Introduction of Joint Mental Health & Learning Disability Partnership Boards with Health

The Directorate has entered into new partnership arrangements with the Primary Care Trust and NHS Trust colleagues and has formed new Partnerships Boards for both Mental Health and Learning Disabilities and an Executive Forum for other strategic developments and planning.

The focus of these Partnership Boards is primarily on commissioning and how this shapes the direction of travel for provider services. In line with the National agenda, we are moving away from inputs to outcomes for people.

Key measures for success in both Mental Health and Learning Disabilities Services are increasingly around people having appropriate accommodation and support, useful day occupations and access to employment and support which enables them to be more healthy and independent.

The Partnership Boards will have the opportunity to be creative and provide strong leadership in driving this agenda forward.

Registration Service Inspection

Following a recent service delivery inspection by the General Register Office, the County Council's Registration Service has received a 'good' overall rating.

During January this year, three inspectors reviewed and assessed service delivery to the customer and the quality of work in North Yorkshire. The inspectors found that a very good standard of service is provided for

customers as reflected by local authority surveys and customer comment made to the Inspectorate. Particularly, good feedback was received about customer care aspects, availability of appointments and quality of advice provided at local offices and on the website.

Adult & Community Services Management Board

I am pleased to announce that Anne Marie Lubanski has joined the Management Board in the exciting new role of Head of Self Directed Care and Transformation. Anne Marie comes from Bristol City Council, where she was a Service Improvement Manager and her appointment now brings the Adult & Community Services Management Board to its full complement.

Directorate Best Practice Awards

I was delighted to be invited to present awards to staff who had been recognised for their achievements in improving services. The Adult and Community Service Best Practice Awards are presented annually and seek to recognise and share good practice, so that where real improvements for citizens have been achieved, these can be replicated across the county.

There were many outstanding examples of staff actively striving to improve the services that they deliver. Winners this year included the Partnership for Older People's Project in Hambleton & Richmondshire, whose generic workers provide a diverse and flexible service for citizens who fall between mainstream services and the Home Library & Information Service, a project that delivers books to people who find it difficult to get to their local library by working with local volunteers and the mobile library service.

Joint Strategic Needs Assessment

Adult & Community Services, together with North Yorkshire and York Primary Care Trust are working closely with the Third Sector (voluntary and community services and groups) and Local Strategic Partnerships to develop the Joint Strategic Needs Assessment for North Yorkshire (JSNA). The JSNA gathers information from the communities of North Yorkshire and will tell the story of the local populations in terms of health and well-being to enable services to be planned to meet future needs. As part of the JSNA consultation process during the month of July citizens are being asked to tell us what they think about the area where they live.

Access to Services Update

The programme to expand the coverage of our face to face locations has taken another step forward. All 42 libraries have now been brought into the programme. They offer a basic "front door" into County and District Services. Library staff have been equipped with resources, with the particular aim of ensuring that simple information requests can be satisfied and that enquirers who need to be referred on are not misdirected.

The partnership with the District Councils continues to strengthen. The partnership working approach is essential if the benefits to the customer are to be realised. It has been accepted by partners that this approach must now move to a new level. To support this, a bid is being submitted for regional funding to enable this.

Better links have been forged with North Yorkshire Police. The aim is to ensure that no opportunity is missed to ensure closer joint working. Whilst at an early stage, early indications are that opportunities of mutual benefit do exist.

County Councillor Chris Metcalfe