

Cabinet Committee on Performance Improvement

Meeting to be held on 16 April 2013

Electoral Division affected: All

Customer Experience Project – Shared Lives Carers: Review of assessment process for carers

(Appendix 'A' refers)

Contact for further information:

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Executive Summary

The customer experience project was designed to offer Lancashire County Council services the facility to better understand the needs, experiences and aspirations of their service users to enable service improvements.

Wave 5 of the project (December 2012 – July 2013) is currently underway and 11 projects have now been confirmed and allocated to the corporate graduate management trainees who undertake and lead on the research (supported by the Corporate Policy and Performance Team). These 11 projects are listed over the page.

The Shared Lives Carers: Review of assessment process for carers customer experience project has been carried out as part of Wave 5 of the programme. This research focused on:

- The carers' experiences of the length of the assessment process
- Which services the carers wish to provide, and to whom
- What the carers' relationship was like with the Shared Lives Team.
- The carers' experience of the support they received and required during the assessment process.

The completed report for the Shared Lives Carers: Review of assessment process for carers is presented at Appendix 'A'.

Recommendation

That the Cabinet Committee on Performance Improvement note and comment on the research, findings and recommendations of the Shared Lives Carers: Review of assessment process for carers customer experience project.

Background and Advice

The customer experience project was designed to offer Lancashire County Council services the facility to better understand the needs, experiences and aspirations of their service users to enable service improvements.

The individual research projects are undertaken by the county council's graduate management trainees. The programme is managed, and individual projects are organised, under the guidance and support of the Corporate Policy and Performance Team. Thus far approximately 40 services have undertaken research as part of the programme and the final reports can be found on the [research and consultation database](#):

The latest services selected to undertake customer experience projects as part of wave 5 of the programme (December 2012 – July 2013) are:

- Older People's service
- Day Services
- Specialist Social Rehabilitation Service
- Shared Lives Service
- Residential Care
- Highways communication
- Environment Services
- Care leavers who are parents
- Children and Parent Support Service Review
- Care leavers who are parents
- Youth Homelessness

At the meeting of Cabinet Committee on Performance Improvement on the 26th February 2013, the committee requested the following customer experience projects report back to an appropriate future meeting:

- Shared Lives Service
- Children and Parent Support Service Review
- Environment Services
- Older People's service

Attached at Appendix 'A' is the first of these reports, on the Shared Lives Service.

Consultations

N/A

Implications:

This item has the following implications, as indicated:

Risk management

No significant risks have been identified in relation to the proposals contained within this report.

Local Government (Access to Information) Act 1985

List of Background Papers

Paper	Date	Contact/Directorate/Tel
Customer Experience Project (list of projects and future potential reporting – report to CCPI)	26 February 2013	Michael Walder/ENV/Tel:01772 533637

Reason for inclusion in Part II, if appropriate

N/A