

Adults Wellbeing and Health Overview and Scrutiny Committee

9 October 2015



Review of Care Connect

Joint Report of the Lorraine O'Donnell, Assistant Chief Executive and Ian Thompson, Corporate Director, Regeneration & Economic Development

Purpose of the Report

- 1 To inform the Adults Wellbeing and Health Overview and Scrutiny Committee of the proposed Medium Term Financial Plan (MTFP) savings associated with the Care Connect Service and to advise upon proposals agreed by Cabinet for consultation on the said proposals.

Background

- 2 At its meeting on 16 September 2015 the Cabinet considered a report setting out proposals to generate MTFP savings associated with the Care Connect service and agreed to commence a consultation on the proposals before reporting back to Cabinet for final consideration.
- 3 A copy of the Cabinet report is attached to this report at Appendix 2.

Overview and Scrutiny Considerations

- 4 As part of the stakeholder consultation and engagement associated with policy changes of this nature, Overview and Scrutiny Committees are often invited to consider proposals and comment on them as part of this process.
- 5 Key considerations that Overview and Scrutiny may wish to consider include:-
 - Medium Term Financial Plan implications arising from the proposals including details of potential savings realised from the proposed changes;
 - Consultation and Engagement proposals including what is being consulted upon, who is to be consulted and the consultation dates;

The council agreed at its 16 September 2015 Cabinet meeting to consult on a proposed change to its Care Connect Service. This will focus on the proposal to introduce a contributory charge of £2.80(excluding VAT) per week for those customers currently receiving a free service. The consultation will also include those customers who currently pay for the service and the proposal is that this charge be increased from £4.60 per week (excluding VAT) to £4.80 per week (excluding VAT)

Please note that the majority of current Care Connect customers do not pay VAT as they complete a self-declaration that they are exempt from VAT due to a medical condition or disability. These declarations are monitored and managed by Care Connect

The consultation will seek to identify the effects of the proposals on customers and stakeholders as well as to seek views on this approach and seek to identify any possible alternatives.

We will ask customers, their carers or family members how the proposed change may affect them as well as talk to other organisations such as emergency services and the NHS to gather views on the approach and any possible alternatives.

Consultation methods will include:

- A targeted letter sent to 9,750 households with attached paper survey and SAE
- An online survey for customers and families (this will allow family and advocates to respond but they need to be identified in the survey)
- Home visits will be made available but will be limited to those in most need
- A contact number and generic email address will be provided for those wishing to respond in this way or to ask for a visit
- Letter to stakeholder organisations (Police, Ambulance, Fire service and NHS)
- Elected Members to be advised of the consultation document

To ensure consistent messages, staff will be provided with scripts.

The outcome will be published on the website after the cabinet decision and those directly affected will be notified by letter.

- Equality Impact Assessment issues identified in respect of the proposals.

- 6 Representatives from the Regeneration and Economic Development service grouping and the Partnerships and Community Engagement team, ACE will be in attendance to provide the Committee with this information.

Recommendations and reasons

- 7 The Adults Wellbeing and Health Overview and Scrutiny Committee is invited to consider the information presented in this report and to comment on the proposals as part of the ongoing consultation in respect of the Care Connect service.

Background papers

Cabinet Report – Review of Care Connect – 16 September 2015

Contact: Stephen Gwilym, Principal Overview and Scrutiny Officer
Tel: 03000 268140

Appendix 1: Implications

Finance – See attached Cabinet report

Staffing - See attached Cabinet report

Risk - See attached Cabinet report

Equality and Diversity / Public Sector Equality Duty - See attached Cabinet report

Accommodation - None

Crime and Disorder - None

Human Rights - None

Consultation - See attached Cabinet report

Procurement - None

Disability Issues - See attached Cabinet report

Legal Implications - See attached Cabinet report