

My Ref: Scrutiny/Correspondence/Cllr McGarry

9 March 2015

Councillor Susan Elsmore  
Cabinet Member (Health, Housing and Wellbeing)  
c/o Room 520  
County Hall  
Cardiff  
CF10 4UW



Dear Susan

### **Community & Adult Services Scrutiny Committee Meeting – 4<sup>th</sup> March 2015**

Thank you for attending the above committee. This letter captures the agreed comments, observations and recommendations of the Committee with regard to the Assessment and Care Management Business Process Review item, which I chaired as Councillor Groves had declared a prejudicial interest and left the room.

Members wish to thank officers for providing the information on the project, which we found useful. We note the progress to date, as follows:

- Contact and Assessment being reshaped and renamed as Adult Assessment, in order to improve customer experience and throughput
- Improvements to Care First database and Assessment process resulting in an increase in outputs
- Amalgamated community teams to avoid service users having to change teams when they reach 65 years old
- Achievement of this year's savings of £150,000 with 13 staff leaving via voluntary severance.

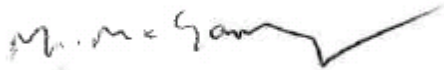
With regard to future work, Members note that further work is planned on Care First, that mobile working and scheduling will be going live, hopefully in June 2015, and that further work is proposed on enhancing reablement.

Members are also aware that the Budget 2015/16 includes approximately £800,000 savings assigned to this project, namely £761,000 at HSC9 and a proportion of £50,000 at HSC13. Members note that officers are confident of achieving these savings. We will be monitoring progress of this, as part of our budget monitoring role. However, Members are concerned that this level of saving will have a negative

impact on service delivery and on service users; we seek reassurance from you that this is not the case and details of the mechanisms in place to prevent this.

This letter contains a request for reassurance and further information and, as such, requires a response, please.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'M. McGarry', with a long, sweeping horizontal stroke extending to the right.

**COUNTY COUNCILLOR MARY M<sup>C</sup>GARRY**

**Acting Chairperson - Community & Adult Services Scrutiny Committee**

Cc: Sian Walker

Sue Schelewa

Claire Deguara

Michelle Davies

Cheryl Cornelius