

## STATUS OF RESPONSES TO PUBLIC QUESTIONS AND MEMBER REQUESTS FOR INFORMATION

Meeting held on 10<sup>th</sup> August 2015

<b>Minute No.</b>	<b>Topic</b>	<b>Status</b>	
	<b>Cabinet Member Question and Answer Session – Cabinet Member for Health and Adult Social Care</b>		
	To advise Cllr Chris Watts of the officer responsible for vetting adverts featured on the “MyCare MySupport” advice and information website.	The Cabinet Member has advised: The My Care My Support team, led by Chris Cooke, are responsible for keeping the website up-to-date and vetting all adverts that are submitted across the Adult’s and Children’s marketplace. The My Care My Support team can be contacted on 01793 463194 or by emailing <a href="mailto:mycaremysupport@swindon.gov.uk">mycaremysupport@swindon.gov.uk</a> , Chris Cooke can be contacted directly on 07766 368318, email: <a href="mailto:ccooke@swindon.gov.uk">ccooke@swindon.gov.uk</a>	Completed
	Cllr Watts referred to the levels of support offered by the Swindon Advice and Support Centre (SAASC) during its first year of operation but felt the report might have included more detail about the 1800 recorded visits. He reckoned this only equated to only seven or eight a day and wanted to know if this figure was increasing or if this might be considered average over the year and the expectancy for the future. He also asked how many of the 1800 were repeat visitors. Cllr Mattock advised at the meeting that visits to Sanford House were being monitored and	(see attached)	Completed

	that his report (next year) could include more detail about visits.		
	Cllr Watts referred to the significant numbers of people using the Citizen's Advice Bureau for advice on debt and finance issues and the resultant claims for additional benefits amounting to £350,000. He felt the report could have had more detail to support this statement .. who has been helped, who hasn't, the particular issues (CT, rent, help with working tax credits and family credits etc.) .. particularly with view to providing comparative data in light of pending benefits changes. The Chair pointed out that this information could be made available by the CAB. Cllr Mattock agreed to obtain the information for the Committee.	(see attached)	Completed
	Cllr Maureen Penny raised the issue of General Practices' support of the Swindon Dementia Strategy and asked how many had "signed up" and the reasons of other GPs for not doing so.	<p>The Cabinet Member has advised:  There are a number of surgeries piloting doing non-complex assessments in Swindon. However Swindon surgeries are under significant pressure and total numbers there are recruitment gaps with GPs in primary care.</p> <p>We have worked with Memory services and the primary care surgeries on a new system which has resulted in significantly increased diagnosis rate from 46% to 65.6% over the last 8 months and a plan is in place to reduce the waiting list to zero by March 2016. The CCG are in the process of reviewing the services they commission from GP practices, this will include dementia services</p>	Completed

	<p>With regard to matters raised by Cllr Des Moffatt about housing provision for individuals requiring ASC support, the Chair asked “what premises had been developed over the last 10 years or were we still relying on previous provision?”. Cllr Mattock made the point this wasn’t part of his portfolio but undertook to request such list and details of future initiatives for supported housing.</p>	<p>The Cabinet Member has advised:</p> <p>The following schemes have been developed in the last 10 years for individuals requiring ASC support to update or augment previous provision: There has been a greater effort to keep people in their own home for longer, or to house people in the community. However, there have also been the following developments for specialist provision:</p> <p><u>Extra-Care Schemes:</u> 162 homes</p> <ul style="list-style-type: none"> <li>• Harry Garrett Court, 40 flats for frail elderly people</li> <li>• The Ridings, 30 flats for frail elderly and disabled people</li> <li>• Maple Court, 49 flats for frail elderly people, and 14 day care people</li> <li>• Newburgh House, 43 flats for frail elderly people</li> </ul> <p><u>Supported Housing for people with physical, mental or learning disabilities:</u> 152 homes</p> <ul style="list-style-type: none"> <li>• Queen Victoria House, 12 self-contained flats for people with mental health problems</li> <li>• William Robbins Court, 17 flats for people with disabilities</li> <li>• Private Sector Leasing Scheme, 20 flats for people with disabilities</li> </ul>	<p>Completed</p>
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	<p>Cllr Stan Pajak referred to the data in the appendices to the report regarding adult physical activity and asked for comparative data for children. Cllr Mattock pointed out that his remit was adult social care but agreed to ask Cllr Foley if she might provide the equivalent information in her Q and A report.</p>	<p>The Cabinet Member has advised:</p> <p>There are no local figures for Physical Activity (PA) levels in children in Swindon – this data is not collected locally. Nationally however only 21% of boys and 16% of girls in England aged 5-15 years met the guidelines for physical activity for children and young people in 2012: Source: The Health Survey for England). The guidelines are for at least one hour of moderately intensive physical activity per day.</p> <p>Locally the programmes to promote physical activity in children include:</p>	Completed

		<ul style="list-style-type: none"> <li>• Active travel projects in schools- including walking buses and projects to increase walking and cycling to school</li> <li>• PE, after schools activities and playtime/ lunchtime activities for physical activity</li> <li>• national PE and Sport Premium provides ring fenced money to primary school head teachers to improve the quality of the PE and sport activities they offer their pupils</li> <li>• Change4Life funding for all primary schools</li> <li>• Community sports clubs</li> <li>• Alive n Kicking – family physical activity and weight management programme</li> <li>• Healthy schools programme.</li> </ul>	
	<p>There was a discussion around the key priority of “reshaping and development of supported housing options for older people, those with learning disabilities and young people, so people are able to live locally with appropriate support and improved access to employment”. The Chair asked for the “facts and figures” around this priority .. total numbers receiving services outside the borough, the numbers directly implicated in this proposal (23?) and the number whose support services might be realistically met “in borough” this year. Cllr Mattock commented that this had been provided in previous reports but that he would provide the info requested.</p>	<p>The Cabinet Member has advised: During 2014/15 commissioners worked with Seqol to look at the number of adults with a learning disability who were in residential care and had a potential to return to Swindon. Of the 553 adults with a learning disability, 208 were in permanent residential or nursing care. The team focussed on those adults who were less than 45 years of age and had been in residential care for less than 6 years. 32 service users were identified who met this criteria. Through the review process, the number of adults in residential care reduced to 197 by April 2015, a reduction of 11 placements. In 2015/16 we have identified 66 service</p>	Completed

		users with a learning disability who are known to the Transitions team and have an early indicator or requiring either supported living or residential care during the next 2 years. Of these 66, 15 have already moved with only 1 service user being admitted to residential care. Commissioners are working with Housing and Seqol to undertake a CATI process (Commissioning Around The Individual) to identify care and support requirements as well as accommodation requirements.	
	In response to a question by Cllr Ray Ballman, Cllr Mattock agreed to advise on the length of the current waiting list for the Memory Service.	The Cabinet Member has advised: The current waiting time on the Memory Service is around 32 weeks.	Completed
	Cllr Gemma McCracken asked about Hospital discharges and the availability of data relating to planned operations and re-admissions. Cllr Mattock agreed to get this information from “partners” (the Hospital).	(see attached)	Completed
	Cllr McCracken asked about Circles of Support and whether there was any data on how much the project has cost and how much we have saved/predicted savings?	The Cabinet Member has advised:  Paula Harrison is the Locality Lead East/West, and Community Programme Lead Ageing and Isolation. A 12 month report on Circles of Support is being prepared for end of September 2015 which will provide full information on the project. Whilst this report is underway, the information Paula Harrison is able to	Completed

		<p>provide currently is below:</p> <p>Swindon Circles was initiated by a small pot of funding awarded from Nesta through the Cities of Service programme. Through Nesta, £30,000 was awarded for a project reporting from July 2014 to December 2015.</p> <p>The scope of the project started with a focus on supporting older people in receipt of up to 4 hours council funded social care, however, take up numbers from this cohort have proved too low to be sustained and so a new cohort to include older people, aged over 65 and socially isolated, resident in social housing was introduced. Currently around 70 clients are supported with a regular volunteer or volunteers.</p> <p>At the end of September 2015, the first data run will assess changes to participants social care packages and number of crisis episodes in comparison to the previous year. This information will be available and will be able to give an indication of cost reduction. Participants also complete the Warwick Edinburgh Wellbeing Scale to assess changes to wellbeing. These will also be reported in the end of September 2015 report.</p> <p>For costs:</p> <ul style="list-style-type: none"> <li>• £30,000 awarded by Nesta – at August 2015, majority of delivery has been through existing staff in localities,</li> </ul>	
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		<p>approximately £6,000 has been spent on volunteer expenses, events, equipment, printing and publicity.</p> <ul style="list-style-type: none"> <li>• For delivery 2015-2016 an additional award from Transformation Challenge funding is extending the project. This award has allowed for the recruitment of 3 link workers and project development funding. Workers have been appointed August/September 2015 for 12 months at a 12 month cost of approximately £79,000. The link workers will develop the Swindon Circles scheme to extend to provide volunteer support to adults with learning disabilities or low level mental health needs.</li> <li>• Adult Social Care have also funded a full-time volunteer coordinator for Swindon Circles to support the delivery above and includes a pilot of deploying volunteers (from outside Swindon) on a long term placement through the organisation Volunteering Matters, expected to be starting in October 2015. The cost of the volunteer coordinator is approximately £36,000</li> </ul>	
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		<p>for 12 months.</p> <ul style="list-style-type: none"> <li>• In summary, funded staff costs for Swindon Circles specifically for the 12 months to September 16 are £115,000.</li> <li>• Ongoing support and coordination is provided by the Localities Programme Lead for ageing and isolation.</li> <li>• The report for the period ending September 2015 will report on the number of volunteers and volunteer hours contributed to date.</li> </ul>	
	<p>Cllr Shelley asked about the status of “supported housing schemes ”in the pipeline”.</p>	<p>The Cabinet Member has advised: The ongoing Affordable Housing Development Programme offers an opportunity to support ASC colleagues, and these conversations form part of the development process. These developments include 17 properties at the Hawthornes which will provide homes for people with learning disabilities in close proximity to support services at Firethorne. The Hawthornes is due to start construction in the New Year. Future small schemes in the pipeline include 10 2-bed bungalows for people with care needs, this is due to go to Planning Committee in October. We are also</p>	Completed

		identifying more sites that we can consult on to develop up to 20 more bungalows. Also, we are supporting Stonewater Housing Association to develop 8 bungalows, including one for people with head injuries.	
	<b>Cabinet Member Question and Answer Session – Cabinet Member for Sustainability and Transport</b>		
	Cllr Des Moffatt referred to the “Greenbridge bridge problem” and commented that he had been advised that some consideration was being given to lowering the line by 20cm. He asked if this might be “chased up”. The Cabinet member agreed to “ask the questions” and get more details for Cllr Moffatt.	No response received.	Ongoing
	The Chair referred to the closure of Fleming Way and implementation of the “two way Station Road plan” and asked if it could be clarified if this was still going ahead. The Cabinet Member pointed out that this wasn’t part of his portfolio but agreed to provide a written response.	No response received.	Ongoing

Information requested by Scrutiny Committee 10.8.15, Cabinet Member Adult Services Q&A

1. Cllr Watts referred to the levels of support offered by the Swindon Advice and Support Centre (SAASC) during its first year of operation but felt the report might have included more detail about the 1800 recorded visits. He reckoned this only equated to only seven or eight a day and wanted to know if this figure was increasing or if this might be considered average over the year and the expectancy for the future. He also asked how many of the 1800 were repeat visitors. Cllr Mattock advised at the meeting that visits to Sanford House were being monitored and that his report (next year) could include more detail about visits.

The total number of visits to SAASC between June 2014 and May 15 for all agencies recorded at reception was 9927. This will be a mix of new and repeat visits. Repeat visitors started to be recorded in May 15 (figures below).

Total days open during this period – 236 days

Average number of visits per day - 42

Total number of visitors helped at Information Point or reception June 2014 – May 2015 - 2128

Average number of people provided with information at Information Point or reception per day – 9

Count of new/repeat and professional visits

<b>Month</b>	<b>Number of Visits to all SAASC agencies</b>	<b>Visits from professionals</b>	<b>Existing Visitors</b>	<b>New Visitors</b>
<b>May 15</b>	992	215	547	200
<b>June 15</b>	1121	256	620	224
<b>July 15</b>	1181	317	589	275
<b>Total</b>	<b>3294</b>	<b>788</b>	<b>1756</b>	<b>699</b>

The table above shows the number of new visitors increasing each month. Using these statistics to find an average, 24% of visits are from professionals, 53% are repeat visits, 23% are new visitors. On average 73% of visitors accessing information via the Information Point or reception are members of the public visiting the building for the first time.

2. Cllr Watts referred to the significant numbers of people using the Citizen's Advice Bureau for advice on debt and finance issues and the resultant claims for additional benefits amounting to £350,000. He felt the report could have had more detail to support

this statement .. who has been helped, who hasn't, the particular issues (CT, rent, help with working tax credits and family credits etc.) .. particularly with view to providing comparative data in light of pending benefits changes. The Chair pointed out that this information could be made available by the CAB. Cllr Mattock agreed to obtain the information for the Committee.

In relation to the figure quoted for resultant claims for additional benefits, this could be misinterpreted. The £350,000 only relates to clients who were helped to appeal benefits decisions by our caseworkers where their initial claims had been turned down. The actual figure we advised people to claim in relation to their entitlement following a benefits check was £2,134,000, of this unclaimed £290,000 was in relation to Housing Benefit.

Number of clients presenting and number of issues:

<b>2014/15 Quarter</b>	<b>Benefits Number of Clients</b>	<b>Benefits Number of issues</b>	<b>Debt Number of Clients</b>	<b>Debt Number of Issues</b>
<b>1</b>	624	1519	350	1139
<b>2</b>	832	2094	375	1328
<b>3</b>	1216	1863	387	1247
<b>4</b>	822	2034	408	1218

		<b>% of clients presenting Benefits</b>	<b>% of clients presenting Debt</b>
<b>Swindon</b>	<b>Blunsdon and Highworth</b>	2.6	2.2
	<b>Central</b>	13.7	9.9
	<b>Chiseldon and Lawn</b>	1.6	1.4
	<b>Covingham and Dorcan</b>	4.1	2.9
	<b>Eastcott</b>	6.7	5.9
	<b>Gorse Hill and Pinehurst</b>	8.8	10.4
	<b>Haydon Wick</b>	3.7	3.2
	<b>Liden, Eldene and Park South</b>	8	7.5

	<b>Lydiard and Freshbrook</b>	4.1	5.2
	<b>Mannington and Western</b>	5.2	5.2
	<b>Old Town</b>	3.1	2.8
	<b>Penhill and Upper Stratton</b>	8.9	11.1
	<b>Priory Vale</b>	3.1	3.8
	<b>Ridgeway</b>	0.5	0.3
	<b>Rodbourne Cheney</b>	5.4	6.2
	<b>Shaw</b>	3.4	3.6
	<b>St Andrews</b>	2.5	2.6
	<b>St Margaret and South Marston</b>	3.5	3.2
	<b>Walcot and Park North</b>	9.8	10.7
	<b>Wroughton and Wichelstowe</b>	1.4	2

% of clients with Disability

	<b>Disabled</b>	<b>Long-term health condition</b>	<b>Not disabled/no health problems</b>	<b>Unknown/withheld</b>
<b>Benefits &amp; tax credits</b>	17.30%	31%	40.60%	11%
<b>Debt</b>	14.50%	15.40%	55.40%	14.70%

% of clients by gender

	<b>Female</b>	<b>Male</b>	<b>Unknown</b>
<b>Benefits &amp; tax credits</b>	54.90%	44.70%	0.40%
<b>Debt</b>	53.80%	45.70%	0.50%

3. Cllr Gemma McCracken asked about Hospital discharges and the availability of data relating to planned operations and re-admissions. Cllr Mattock agreed to get this information from “partners” (the Hospital).

With regard to hospital admissions, what percentage is planned?

Percentage of elective admissions:

- 2014/15 46.2%
- 2015/16 Apr-Jul 47.2%

With regard to planned admissions, is enough being done with patients and/or their carers to ensure that they/their homes are fully prepared when they are discharged

The Trust has a clinical lead for pre-operative assessment who works with an experienced Nursing Sister who coordinates the nursing pre-operative evaluation of all elective surgical patients. This team plays a vital role in assessing patients before they come into hospital for elective surgery. As such, they often pick up social care issues well in advance of patients scheduled dates of surgery, and help to coordinate such care needs.

The pre- operative assessment team aim to assess every single elective admission for orthopaedics, ENT, gynaecology, urology and general surgery, as well as some more complex dental and maxillo- facial cases. This means they see upwards of 1400 elective patients every month.

They also work closely with the Occupational Therapist in relation to elective joint replacements, and hold hip and knee education classes.

Cllr McCracken would like reassurance that patients are not being discharged early

All patients are assessed by the multidisciplinary team to ensure that the discharge is planned and safe. The Hospital uses a green light system to indicate when each member of the team is happy with the plan. As indicated as far as possible all discharges are planned in advance e.g. through the pre-operative assessment clinic and involve consultation with the patient and their family.

Patient education and managing their expectations is key and so staff ensure patients and their families are given guidance and information on how to remain safe and well on discharge and on how to continue their recovery at home

With regards to hospital discharges, what do re-admission statistics look like?

Percentage of readmissions:

- 2014/15 8.4%
- 2015/16 Apr-Jun 8.9%

Cllr Mattock (Cabinet Member Adult Services) mentioned that extra money had been secured. Cllr McCracken would like to know how this money is being used and what initiatives are in place/taking shape

Wiltshire CCG, Swindon CCG, Wiltshire Council and Swindon Borough Council responded to a joint provider drive to establish a single point of discharge in GWH to improve access to the range of multiple routes for accessing community services. The funding led to the establishment of a Discharge and Referral Team (DART). The aim of DART is to standardise discharge systems and processes across all the wards in GWH (excluding women and children's), implementing one process for discharging patients with simple and complex needs, regardless of which CCG funds them. This has resulted in a reduction in delays in discharge. However delayed discharges remain a pressing issue for the Trust.

DART implement a rapid evaluation of patients in hospital who will require either health or social care community services on discharge, triaging to the appropriate provider in a more seamless and functional way to manage the discharge pathway.

- Assessing before medically fit for transfer or discharge
- Working with wards daily to initiate referrals at earlier stage of patient journey
- Identifying the provider service to best meet the discharge need
- Including weekend working

4. Cllr McCracken asked about Circles of Support and whether there was any data on how much the project has cost and how much we have saved/predicted savings?

Paula Harrison is the Locality Lead East/West, and Community Programme Lead Ageing and Isolation.

A 12 month report on Circles of Support is being prepared for end of September 2015 which will provide full information on the project. Whilst this report is underway, the information Paula Harrison is able to provide currently is below:

Swindon Circles was initiated by a small pot of funding awarded from Nesta through the Cities of Service programme.

Through Nesta, £30,000 was awarded for a project reporting from July 2014 to December 2015.

The scope of the project started with a focus on supporting older people in receipt of up to 4 hours council funded social care, however, take up numbers from this cohort have proved too low to be sustained and so a new cohort to include older people, aged over 65 and socially isolated, resident in social housing was introduced. Currently around 70 clients are supported with a regular volunteer or volunteers.

At the end of September 2015, the first data run will assess changes to participants social care packages and number of crisis episodes in comparison to the previous year. This information will be available and will be able to give an indication of cost reduction. Participants also complete the Warwick Edinburgh Wellbeing Scale to assess changes to wellbeing. These will also be reported in the end of September 2015 report.

For costs:

- £30,000 awarded by Nesta – at August 2015, majority of delivery has been through existing staff in localities, approximately £6,000 has been spent on volunteer expenses, events, equipment, printing and publicity.

- For delivery 2015-2016 an additional award from Transformation Challenge funding is extending the project. This award has allowed for the recruitment of 3 link workers and project development funding. Workers have been appointed August/September 2015 for 12 months at a 12 month cost of approximately £79,000. The link workers will develop the Swindon Circles scheme to extend to provide volunteer support to adults with learning disabilities or low level mental health needs.
- Adult Social Care have also funded a full-time volunteer coordinator for Swindon Circles to support the delivery above and includes a pilot of deploying volunteers (from outside Swindon) on a long term placement through the organisation Volunteering Matters, expected to be starting in October 2015. The cost of the volunteer coordinator is approximately £36,000 for 12 months.
- In summary, funded staff costs for Swindon Circles specifically for the 12 months to September 16 are £115,000.
- Ongoing support and coordination is provided by the Localities Programme Lead for ageing and isolation.
- The report for the period ending September 2015 will report on the number of volunteers and volunteer hours contributed to date.