

Health and Adult Social Care Scrutiny Committee

16 November 2015

Public Question Time

Submitted by Nicky Clark:

"Given that there has been an cumulative overspend on Adult Services since 2009/10, culminating in a current overspend of £20,000,000 , despite the closure of several day centres and widespread staff redundancies; what quantifiable assurances can the Council offer to Shropshire residents that local tax payer's money is being spent on adult social care in an economical, efficient and effective manner?"

Response:

Thank you for the question.

The purpose of the financial strategy is to confirm over the next years what is required to ensure a sustainable financial footing for all council services including Adult Social Care (ASC). In recent years, the ASC service has sought to transform, not just the cost of services but also the offer provided to vulnerable people and their families. The council does not accept Mrs Clarke's view that this has been achieved through the closure of services and the making staff redundant. ASC services in Shropshire on a cost by cost comparison with similar authorities performs very well, and at times is best in class. Independent analysis showed that in 2013/14 this council spent less per head of population on over 65's than any other council yet at the same time an audit of inspection results where the regulator CQC had inspected services placed Shropshire as the best performing in the country. The council has not done this by cutting services, rather it has transformed the offer to people.

Our initial response service, First Point of Contact, (FPoC) is one of the most effective in the country whereby in 2014/15 (despite a 20% increase in demand) 75% of individuals were dealt with to the individual's satisfaction first time, there and then during that initial contact. Our intermediate care service in conjunction with partners in the NHS (ICS) operates in the top quarter of intermediate care services. Our work with communities to develop and strengthen their resilience for vulnerable people through our '**let's talk local**' arrangement continues to grow and strengthen further. This is seen as an innovative approach and draws lots of interest nationally.

Finally, whilst the service has, and continues to make transformational change, it has experienced significant financial pressures, not just as a result of the increase of numbers of people asking for support but also from the increased complexity of need that people have. In addition, the pressure caused by individuals that have previously funded their own care, now require the councils support has contributed to overspend.