

## REVIEW OF THE COMMUNITY AND WELLBEING SERVICES

<b>Report of the:</b>	Head of Operational Services
<b>Contact:</b>	Linda Scott
<b>Urgent Decision?(yes/no)</b>	No
<b>If yes, reason urgent decision required:</b>	
<b>Annexes/Appendices (attached):</b>	None
<b>Other available papers (not attached):</b>	Report and Minutes of the meeting of the Community and Wellbeing Committee, 21 March 2017
	Report and Minutes of the meeting of the Social Committee meeting, 29 October 2015.
	Report and Minutes of the meeting of the Audit, Crime & Disorder and Scrutiny Committee meeting, 6 October 2015.

### Report summary

This report presents a review of the implementation of recommendations from the Scrutiny review of Routecall undertaken in 2015. It includes a review of Routecall and associated services managed within the Community and Wellbeing Services department of the Council.

### Recommendation (s)

That the Committee notes:

- (1) The progress made on implementing the recommendations contained within the review of the Routecall service.

### 1 Implications for the Council's Key Priorities, Service Plans and Sustainable Community Strategy

- 1.1 This report links to the key priority of "Supporting our Community".

# Audit, Crime & Disorder and Scrutiny Committee 19 April 2018

## 2 Background

- 2.1 A scrutiny review of the Routecall service was completed in October 2015 by the Audit, Crime & Disorder and Scrutiny Committee, to ensure that the service met the needs of residents and was cost effective to provide.
- 2.2 A number of recommendations were made for the service. These recommendations were agreed by the Social Committee on 29 October 2015.
- 2.3 On 21 March 2017 the Community and Wellbeing Committee agreed to the rebranding of the services within the Community Services operation. The Committee requested that the Audit, Crime and Disorder and Scrutiny Committee undertake a review of the rebranded services in April 2018.

## 3 Progress on recommendations

- 3.1 A review of progress against each of the recommendations agreed by the Social Committee in October 2015 is provided below.
- 3.2 **Recommendation one** "That the Social Committee considers rebranding Route call to reflect developments of the service."

### **Actions**

- It was agreed at the Community and Wellbeing Committee of the 21 March, that Community Services should be rebranded as "Community and Wellbeing Services" with a strap line of "Supporting you".
- 3.3 The table below shows the agreed rebranding that was implemented on the 3 April 2017.

Audit, Crime & Disorder and Scrutiny  
Committee  
19 April 2018

<b>Previous branding</b>	<b>Agreed rebranding</b>
<b>Routecall</b>	<p><b>Transport from Home</b></p> <p><b>This reflects the uniqueness of the service.</b></p> <p><b>The following visits are included:</b></p> <ul style="list-style-type: none"> <li>• <b>Community and Wellbeing Centre</b></li> <li>• <b>Shopping (Town Centre and Sainsbury's)</b></li> <li>• <b>Personal(Medical appointments, hairdressers etc.)</b></li> <li>• <b>Excursions</b></li> </ul>
<b>Community Alarm and Telecare</b>	<p><b>Community Alarm+</b></p> <p>The added '+' symbol, gives a clearer vision when marketing the service that there are additional devices that can connect to the Council's Community Alarm system. The devices enable independent living for the frail residents of the Borough; enabling them to remain within their own homes securely for longer.</p>
<b>Meals on Wheels</b>	<p><b>Meals at Home</b></p> <p>This reflects the uniqueness of the service which enables independent living for the frail residents of the Borough.</p>
<b>Wellbeing Centre</b>	<p><b>Wellbeing Daycare+</b></p> <p>The Wellbeing Centre was reviewed and rebranded as "Wellbeing Daycare+". This was due to the loss of the Personalisation Prevention and Partnership funding, and the Service level agreement grant for higher needs daycare within the Longmead Centre.</p>

Audit, Crime & Disorder and Scrutiny  
Committee  
19 April 2018

	<p>The symbol + was added to enforce the clear vision to clients that they are being offered the benefits of the many health activities alongside the daycare service. This service was launched on 5 March 2018.</p>
--	---

- 3.4 **Recommendation two** "That the newly developed service should be promoted to current members but also more widely to attract new members."

**Actions**

- Services have been promoted by targeting need. The Community and Wellbeing team has worked closely with Surrey County Council and Surrey Downs Clinical Commissioning Group on a pilot project known as Social Prescribing. This project identifies and directs clients that would benefit from using the comprehensive number of services available from Epsom & Ewell Borough Council that could improve their well-being. This has been successful in raising the awareness of our services within the care and medical professions who are, in turn, referring their patients to our services.
- Leaflets have been designed with the agreed new branding for Community and Wellbeing Services. These will be placed on information boards, which advertise the services available by Epsom & Ewell Borough Council. It is envisaged that there will be one of these boards in every Doctor's surgery within the Borough over the coming year. Officers are also identifying other areas within the Borough where these could be placed.
- The Wellbeing Daycare+ Service will also be advertised using borough banner boards in South Street and on the Community and Wellbeing services vehicles.

Audit, Crime & Disorder and Scrutiny  
Committee  
19 April 2018

- 3.5 **Recommendation three** "To explore the potential of accessing new, smaller, more cost-effective vehicles for Routecall (factory built) which are responsive to the needs of the Routecall members."

**Actions**

- The fleet has been reviewed with careful consideration given to the needs of the clients and the restructuring of staff. The staff have now been trained and are multi-disciplined to carry out all of the services available within their daily duties. They can now switch efficiently from one role to another as needs demand. This ensures the best use of the resources throughout the day whilst also allowing for further growth within the transport service.
- The fleet now consists of four Minibuses which are factory built. They are wheelchair accessible and have 14 seats. With this fleet we are optimising the service to meet its key priority, which is to ensure that all clients wishing to attend the Community and Wellbeing Centre can do so, even during peak days.
- We have been able to maximise the numbers for excursions, keeping the price reasonable and covering the full cost of the service.
- The factory built vehicles provide the benefit of a more comfortable journey, with the additional advantage of air conditioning which the old fleet did not have.
- We have retained the three smaller vans which are ideal for the delivery of "Meals at Home" and "Community alarm+"
- Also retained are the two vehicles owned by us through grant funding. These are used for trips by service users to doctors, hairdressers or when visiting a friend etc. They also provide service resilience when any of the fleet needs maintenance through servicing and MOT's.

- 3.6 **Recommendation four** "The reduction of Routecall buses as per recommendation five, set out in the report of the Head of operational services, subject to confirmation of viability and future service resilience."

**Actions**

- The fleet has been reduced from nine vehicles (which included one spare vehicle) to six vehicles.
- The Community and Wellbeing service has retained the 3 small vans which are used for Meals at Home and Community Alarm+.

Audit, Crime & Disorder and Scrutiny  
Committee  
19 April 2018

- The reduction and changes have been a success and at the same time given us the opportunity to develop the service that we can offer our residents.

3.7 **Recommendation five** "That consideration is given to the feasibility of merging Route Call, Meals on Wheels and Community Alarm into one Community and Well-being service unit where staff are trained to deliver across all three services as needs require."

**Actions**

- This action has taken place, and has been successful. The Driver technicians, as they are now known, have committed to the change and are ambassadors for the services.
- The Driver technicians are multi skilled as their assigned role across the day can change, for example, driving the 14 seat vehicle at peak times switching at midday to deliver meals at home, or the installation of Community alarm+.

3.8 **Recommendation six** "That the Council seeks to replace the current operating system with a new system known as Flexiroute, subject to the confirmation of viability, affordability and compliance with current Council IT systems and procurement requirements."

**Actions**

- We have now purchased the Flexiroute system. It is now live for the Meals at Home service, which will be followed by Transport from Home once testing has been successfully completed.
- The process to develop this system has taken longer than anticipated. This is because we were the first user of the system that wanted it to be able to manage all services within one application. We also required the system to be able to deliver pre-payments on the booking of the travel, which it was not previously able to do. The Scrutiny review identified these two innovative ideas, and it took the software developer's time to understand our need and develop a system that could accommodate these requirements.

3.9 **Recommendation seven** "To increase Route Call membership fees in line with Council's recommendation of at least 3%."

**Actions**

- This was agreed by Community and Wellbeing Committee, and the 3% increase made.

Audit, Crime & Disorder and Scrutiny  
Committee  
19 April 2018

3.10 **Recommendation eight** "To increase Route Call fares by 20% and to discontinue single fare options."

**Actions**

- This was agreed by Community and Wellbeing Committee and this recommendation was carried out.

3.11 **Recommendation nine** "That excursions should be provided on a cost neutral basis."

**Actions**

- We have been able to maximise the number of excursions ensuring that they are cost neutral.
- We have excursions every Monday except on bank holidays.

3.12 **Recommendation ten** "To cease to accept cash payments paid on Routecall buses and instead to look to introduce a system that which requires non-refundable payments to be made at the time of booking."

**Actions**

- This option has been built into the new Flexiroute system and a pilot has been carried out of prepayment for excursion bookings which has been very successful and ensured that there has been no loss of income by 'no show' of clients on the day of travel. It has also reduced the number of 'no show' clients.

3.13 **Recommendation 11** "The Audit, Crime & Disorder and Scrutiny Committee to review Routecall again within 12 months to assess the impact of changes made".

**Actions**

- This report provides a review of the service.

**4 Financial and Manpower Implications**

4.1 The net cost of the Community and Wellbeing service following the actions set out in report is detailed below.

	<b>Budget 2015/16</b>	<b>Budget 2017/18</b>	<b>Reduction on Budgets from 2015/16 to 2017/18</b>
<b>Transport from Home</b>	<b>373,213</b>	<b>288,191</b>	

Audit, Crime & Disorder and Scrutiny  
Committee  
19 April 2018

<b>Community Alarm +</b>	<b>-58,718</b>	<b>-27,528</b>	
<b>Meals at Home</b>	<b>23,446</b>	<b>-22,494</b>	
<b>Totals</b>	<b><u>337,941</u></b>	<b><u>238,169</u></b>	<b><u>99,772</u></b>

- 4.2 Rebranding of the Community Services is managed within the Community and Wellbeing services team.
- 4.3 The financial funding was set aside from the 2017/18 Personalisation, Partnership and Prevention fund.
- 4.4 **Chief Finance Officer's comments:** None arising from the contents of this report.

**5 Legal Implications (including implications for matters relating to equality)**

- 5.1 None arising from the contents of this report.

**6 Sustainability Policy and Community Safety Implications**

- 6.1 None for the purposes of this report.

**7 Partnerships**

- 7.1 None for the purposes of this report.

**8 Risk Assessment**

- 8.1 Continuation of marketing will be necessary to ensure the sustainability of all services.

**9 Conclusion and Recommendations**

- 9.1 This report provides a review of the Council's Community and Wellbeing service, following the Scrutiny Review of Routecall undertaken in 2015. The Audit, Crime & Disorder and Scrutiny Committee is asked to note the progress made on implementing the recommendations contained within that review.

**Ward(s) Affected:** (All Wards);