



HEALTH SOCIAL CARE AND WELLBEING SCRUTINY COMMITTEE – 16TH OCTOBER 2014

SUBJECT: SHOPPING SERVICE

REPORT BY: CORPORATE DIRECTOR SOCIAL SERVICES

1. PURPOSE OF REPORT

- 1.1 To provide members with additional information on the discretionary shopping service, as part of the agreed budget strategy for 2015/2016.

2. SUMMARY

- 2.1 The report provides an update on the option of ceasing provision of the shopping service unless there are exceptional circumstances. By identifying and developing a range of low and no cost community options to which individuals can be sign posted meet their needs. This information is for members to consider prior to a report being presented to Cabinet.

3. LINKS TO STRATEGY

- 3.1 The budget strategy agreed by Council in February 2014 required estimated savings of £6.5m for the 2015/16 financial year and £6.9m for 2016/17. This estimate has since been revised following advice from the Minister for Local Government that Local Authorities should model scenarios based on a cut in Welsh Government funding of up to 4.5%, rather than the previously notified indicative cut of 1.5%. This has the potential to increase the savings requirement to £15.1m for 2015/16 and £15.0m for 2016/17.

4. THE REPORT

- 4.1 At a previous special scrutiny held on the 17th July 2014 members indicated they wished to receive further information on the option of developing a range of no and low cost options to meet peoples needs for a shopping service by promoting their independence and giving them choice and control over where their provisions are purchased and how they are delivered. Members also wished to consider an option of tendering for a specific shopping service.
- 4.2 Since scrutiny, work has been done to validate the number of people in receipt of a shopping service. Previous information gained from the SWIFT IT data base indicated 976 people were in receipt of the service, this is incorrect, these people have an identified need of shopping, with only 125 of them in receipt of a commissioned service following. The remainder have their needs met by family members, friends or neighbours. Hence proposals will impact on a smaller number of people, which will generate lower levels of savings than anticipated previously.

- 4.3 Two staff have successfully been appointed to fixed term engagement officer posts until 31st March 2015. These staff will develop knowledge of local communities and services available from local shops, large supermarkets, local eateries who deliver meals, independent agencies who provide shopping services, alternatives such as milk and more to provide individuals with a range of options to meet their needs. This information will also be provided to assessment care Management staff who undertaken assessment and reviews.
- 4.4 Care providers currently undertake the shopping service for individuals, with this service primarily being commissioned from the independent sector at a cost of circa £13.50 per hour. In 12 cases the service is provided by the in-house Home Assistance Reablement Team (HART). Shopping is always provided as part of a care package. A review of a range of providers has indicated prices to individuals for this service vary and on average would be £12.00 per hour. This is unlikely to generate savings that are required.
- 4.5 Those people currently in receipt of a shopping service would be reviewed and assisted to utilise other networks to meet their needs. If there were exceptional circumstances shopping could still be commissioned on a spot contract.

5. EQUALITIES IMPLICATIONS

- 5.1 An equalities impact assessment will be completed for the cabinet report as part of MTFP proposals

6. FINANCIAL IMPLICATIONS

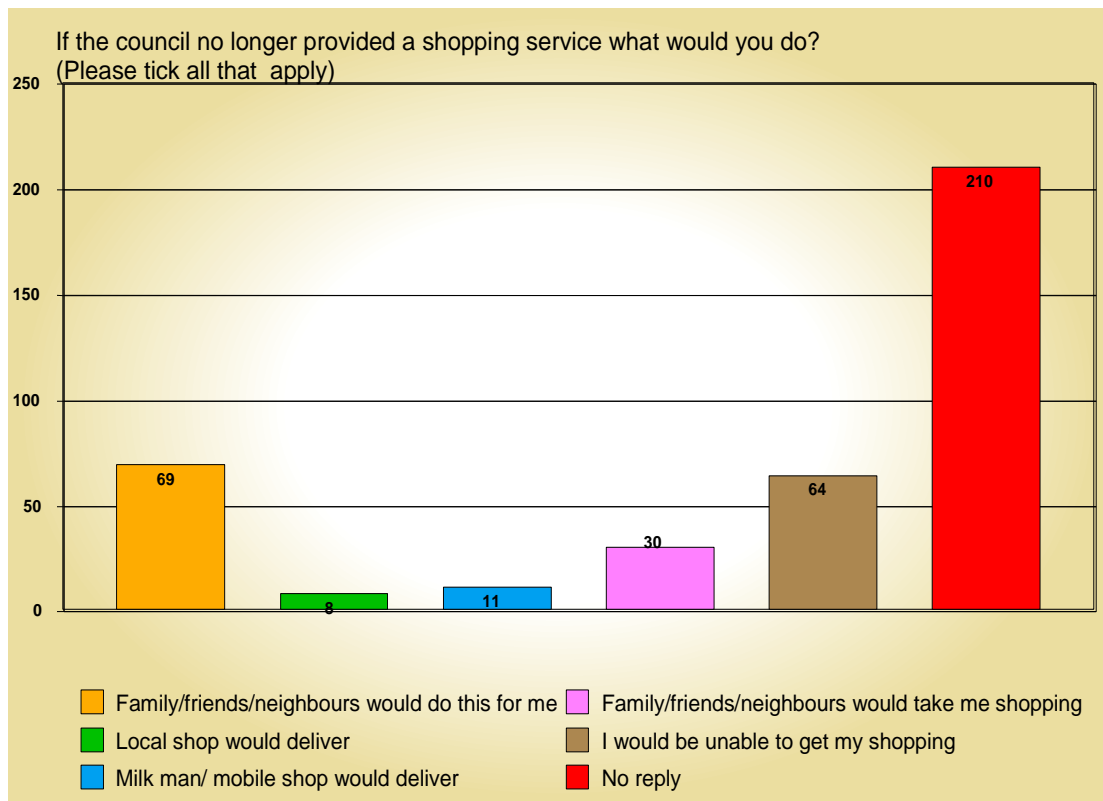
- 6.1 Ceasing provision of a shopping service unless there are exceptional circumstances could generate savings of £88k based on current numbers. However, the service could not be withdrawn until suitable alternatives were identified for individuals so it is likely that only around £40k of this saving would be delivered in 2014/15.

7. PERSONNEL IMPLICATIONS

- 7.1 There would be very limited impact on HART employees given the low number of people they support.

8. CONSULTATIONS

- 8.1 A survey was sent to people currently in receipt of one or more discretionary services to gain their views on the proposals.
- 8.2 742 surveys were distributed, 349 were returned which equates to a 48% response.
- 8.3 Results to questions on shopping service are illustrated below



In addition the specific questions 26 further comments were made regarding the shopping service. These very varied and not easily linked together into themes the following are representative of comments made :

- My daughter would be unable to go shopping with the caring services she gets.
- I cannot carry any shopping I wish I could I can't walk too far
- I do need the shopping and have no one else to do it for me

- Community volunteers who are willing to undertake shopping duties may provide a cheaper option, as well as being a source of contact with the elderly who live alone
- Recruit more voluntary staff
- Volunteers

8.4 A full copy of the survey responses is available in appendix 1.

9. RECOMMENDATIONS

9.1 Members of the scrutiny committee are asked to consider the proposal for this discretionary service to cease and people be sign posted to appropriate options, unless there are exceptional circumstances.

10. REASONS FOR THE RECOMMENDATIONS

10.1 To ensure that the views of the Scrutiny Committee are considered on this discretionary service prior to this matter being referred to Cabinet

11. STATUTORY POWER

11.1 Local Government Act 1972.

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Background Papers:
Scrutiny Report Shopping Service 17th July 2014

Appendices:
Appendix 1 Survey Analysis (see Agenda item 4)