

QUESTIONS WITH NOTICE FROM MEMBERS OF THE COUNCIL

ANNEX 2

Questions are listed in the order in which they were received. The time allowed for this agenda item will not exceed 30 minutes. Should any questioner not have received an answer in that time, a written answer will be provided.

Questions	Answers
<p>1. COUNCILLOR JENNY HANNABY</p> <p>County's newly appointed Interim Deputy Director for Adult Services has stated publicly that putting more money into existing system will not solve the ever increasing problem of bed blocking. Labelling delays in transfers of care a 'desperate waste of public money' can the member for Adult Services explain why officers have not picked up on this earlier and acted accordingly thus saving the tax payer money and lessened the stress for people stuck in the system?.</p>	<p>COUNCILLOR ARASH FATEMIAN, CABINET MEMBER FOR ADULT SERVICES</p> <p>John Dixon as the new interim Deputy Director did indeed state at the recent Adult Services Scrutiny Committee that there are enough resources in the system to address the continuing (not increasing) problem of 'bed blocking'. This is because there are a wide range of services and a number of new initiatives in place. Indeed several of them, such as projects for self-funders and for incontinence sufferers, are examples of good practice which reflect particularly well on leadership in Oxfordshire. What he was concerned to point out was that it is the deployment of these projects, and especially their careful ordering around patient pathways through the healthcare system, which needs attention. There is huge support and goodwill from all the major players, and good working relationships, but this must as always be translated into operational delivery.</p>
<p>2. COUNCILLOR JENNY HANNABY</p> <p>The Interim Director for Adult Services believes better working relationships with key organizations and strengthening of our enablement team will lead to reductions in delayed transfers of care. Does this imply County hasn't had good working relationships in the past and if so why?</p>	<p>COUNCILLOR ARASH FATEMIAN, CABINET MEMBER FOR ADULT SERVICES</p> <p>It is also vital that there is a relentless focus on patient outcomes. Delayed transfers of care are primarily a desperate situation for patients, their families and for the professionals who came into the job to help them. They are also a terrible waste of money because often a great deal of money is spent on securing such poor outcomes for patients (eg a continued stay and unnecessary stay in the hospital).</p>

Questions	Answers
<p>3. COUNCILLOR JENNY HANNABY</p> <p>When can we be assured the enablement team will be brought up to strength?</p>	<p>COUNCILLOR ARASH FATEMIAN, CABINET MEMBER FOR ADULT SERVICES</p> <p>John Dixon has commented that he is getting every assistance in his work on delayed transfers...but would want to re-emphasise that this is absolutely a joint task, and that no one person has all the answers! There are advantages in a fresh pair of eyes, and in applying some lessons from elsewhere, but essentially it is about developing trust, pooling sovereignty around shared objectives, and focussing on the important outcome ie on patients' care. This includes how and whether people get into hospital, what happens while they are there, and how and when they leave.</p>
<p>4. COUNCILLOR JENNY HANNABY</p> <p>Our newly appointed Interim Director for Adult Services has over 20 years experience in dealing with Social Care issues, can we be assured he will be given every assistance to put his experience to good use?</p>	<p>COUNCILLOR ARASH FATEMIAN, CABINET MEMBER FOR ADULT SERVICES</p> <p>A key factor as Councillor Hannaby suggests, is the effectiveness and capacity of the enablement team. We know that the effectiveness is good: at least 50% of the people who receive its services are able to go back into their own homes with little or no ongoing support. But its capacity needs boosting. This does not mean a substantial injection of new resources, but again a refocusing of those which are already there. We are working with partners on this, especially Oxfordshire Health of course, but also the PCT and the Oxford Radcliffe as part of our joint task force.</p>
<p>5. COUNCILLOR JENNY HANNABY</p> <p>Continuing successes of Day Services for the elderly and disabled will rely on good access to transport services especially in rural areas. We regret the proposal to discontinue County's Internal transport service. Can we be assured there will be enough funding in place to support external providers?</p>	<p>COUNCILLOR ARASH FATEMIAN, CABINET MEMBER FOR ADULT SERVICES</p> <p>A partnership project between the Internal Transport Service and Social and Community Services is currently being undertaken which will initially review the needs of people for Transport to Day Services and then assess the provision of services both internally in the council and externally in the community both currently provided as well as reviewing the requirements for the future. As part of this project we will ensure that funding is available to meet the needs of people where those needs cannot be met by other mechanisms and believe that the money set aside for further investment will be sufficient to cover those needs.</p>

Questions	Answers
<p>6. COUNCILLOR JENNY HANNABY</p> <p>Ambulance service is vital for the most severely disabled to access day services, can we be assured that in the event of no external service provider for ambulance users can be found, Council will continue to fund this service?</p>	<p>COUNCILLOR ARASH FATEMIAN, CABINET MEMBER FOR ADULT SERVICES</p> <p>As part of the above project people with a high level of complex needs are being reviewed closely to ensure that these needs are continued to be met and that relevant transport services are in place to support those needs. As Cllr Hannaby points out there may be no current existing service provider available however we will ensure that either suitable service providers in the community are supported where possible and where not possible then alternative arrangements will be made.</p>
<p>SUPPLEMENTARY QUESTION</p> <p>I was rather disappointed that we didn't have a clear view that you would make sure that the ambulance cases were looked after. I did ask that that service be retained. I wonder if he could look at that again?</p>	<p>SUPPLEMENTARY ANSWER</p> <p>Yes I am happy to look at it again.</p>
<p>7. COUNCILLOR JENNY HANNABY</p> <p>The success of the many changes taking place in Adult Services will rely on good accurate information relayed easily to the public. Can we be assured that there will be enough funds in place to enable the Community Call Centre to employ highly trained operatives?</p>	<p>COUNCILLOR ARASH FATEMIAN, CABINET MEMBER FOR ADULT SERVICES</p> <p>By Community Call Centre I presume the Cllr means the Customer Service Centre and more specifically the Access Team. A recent review of professional support to this service has been undertaken to ensure standards of advice and information provision are of a high quality as we regard provision of information and advice as a key service to enable people to remain independent and able to access services which are signposted by this team. Social and Community Services will continue to work closely with Customer Services to ensure that any service is adequately funded.</p>
<p>SUPPLEMENTARY QUESTION</p> <p>I wondered if he could bring a report on the call centre for the numbers of people that actually are going to be taking the calls from the people that need assistance so that we can see the</p>	<p>SUPPLEMENTARY ANSWER</p> <p>Yes I am happy to bring a report to a future meeting of the Adult Services Scrutiny Committee.</p>

Questions	Answers
<p>balance of the people that are actually going to be giving the advice. Because we do find that it is very important we have the right people who are giving the right advice. Could I have a report at a later date.</p>	
<p>8. COUNCILLOR JEAN FOOKS</p> <p>As the consultation on the future of Oxfordshire's libraries will not end until September, and conclusions will presumably not be possible before October or November, can the Cabinet member confirm that there is no longer a deadline of December 31st 2011 for withdrawing funding from libraries?</p>	<p>COUNCILLOR JUDITH HEATHCOAT, CABINET MEMBER FOR SAFER & STRONGER COMMUNITIES</p> <p>I should like to thank Councillor Fooks for her question.</p> <p>As a result of an additional late government grant, £300,000 was put back into the library service budget as part of setting the County Council's budget in February. This is giving us the opportunity to rethink our strategy and means that the library service will not be required in 2011-2012 to make any other savings than those which can be delivered primarily through the introduction of self service into a number of the major town libraries.</p> <p>Consultation will indeed run until the end of September. As no decisions have been made to date nor will they be made now until the late autumn, I can confirm that there is no longer a deadline of 31st December 2011 for withdrawal of funding from any library.</p>
<p>SUPPLEMENTARY QUESTION</p> <p>It is little surprising to be told in an answer to a question to Council about what is happening about deadlines, libraries for people out there in the sticks and indeed in the City are extremely worried as to what is happening. So I would be very grateful for the information. I would just like some further confirmation from whoever can give it to me in Councillors</p>	<p>SUPPLEMENTARY ANSWER</p> <p>Chairman – Asked that in Councillor Heathcoat's absence that she give a written response and circulate it to all members of the Council.</p> <p>Cllr Mitchell – I think the answer will be yes.</p>

Questions	Answers
Heathcoat's absence that there will actually be some Big Society funding available when it might be needed to help libraries if there are future challenges which I obviously suspect there will be in the budget for next year?	