

EAB Briefing Note - Supporting the Boroughs Elderly

Executive summary

This briefing note provides an update on the current financial and demographic environment in relation to elderly services and an overview of the key issues. It identifies issues to prompt discussion about future service delivery, alternative service providers and other services the Council may wish to provide.

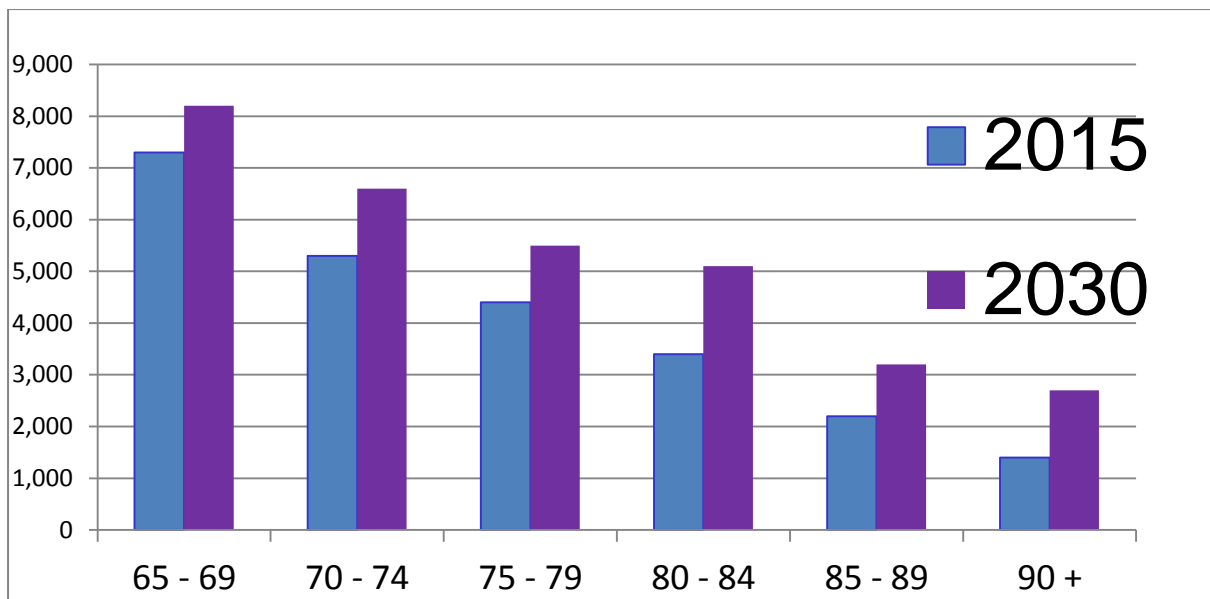
1 Purpose of the report

- 1.1 The report highlights the demographic changes and financial pressures on elderly health and social care services, which the Council needs to consider in planning services for the future.
- 1.2 It gives a strategic overview of our own services, those we fund through the voluntary sector and those provided by other statutory and commercial bodies.
- 1.3 It prompts debate about developing services for the future against a background of financial constraint, and identifies areas where development and change could benefit older vulnerable people. This discussion will help inform the Council's existing Later Life Strategy.

2 The Health and Social Care Context

Demographic changes

- 2.1 The elderly population in Guildford is projected to increase substantially over the next decade, most significantly the older elderly group who are more likely to require health and social care support. Services need to plan for the consequences of this demographic change.



Roles and Responsibilities

2.2 Key policy, such as the ‘supporting people’ agenda is set at a national level and aims to enable people to remain independent at home in the community for as long as possible (community care)

Social Care

2.3 The statutory responsibility for social care and health and wellbeing rests with the Social Services Authority, which is Surrey County Council (SCC).

NHS

2.4 The NHS, primarily Guildford and Waverley Clinical Commissioning Group (GWCCG), Surrey and Hampshire Borders Trust (SHBT) and Royal Surrey County Hospital Trust (RSCHT) are responsible for the delivery of primary, community and acute healthcare provision in the Borough.

Guildford Borough Council

2.5 Most of the services we provide, discussed later in this report, are the responsibility of SCC, but have been delivered by the Borough Councils on their behalf since the 1940’s. Whilst we have powers to provide such services they are non-statutory functions and this is recognised by a financial contribution from SCC (Table 1) for their provision.

2.6 Although the contributions are small in comparison to the service costs, the current financial pressure on SCC has prompted reductions and in some cases possible withdrawal of funding from 31 March 2018.

2.7 The Council’s Later Life Strategy provides the framework for the delivery of services for the elderly. It was approved by the Council in 2010 and has been updated and re-approved in 2016 and 2017.

- 2.8 The Overview and Scrutiny Committee of 6 June 2017 considered a update on the Later Life Strategy and elderly services from officers at this Council together with the Deputy Director for Adult Social Care at Surrey County Council.

Voluntary Sector

- 2.9 The Council provides extensive direct and indirect support to voluntary sector organisations delivering services and support to the community, including the elderly. We operate a Community (£132,000 pa) and Voluntary Grants (£178,000) scheme and these are currently under review. Appendices 2 and 3 set out the grants awarded in 2017/18.

- 2.10 In addition to these schemes we have also grant funded the following organisations:

Organisation	Grant
CAB Guildford	£284,000 pa
CAB Ash	£69,500 pa
Guildford Diocese Community Connector	£45,000 x 3 years
Guildford Diocese Community Angel Project	£30,000 x 2 years
Signposting project	£20,000
Voluntary Action SWS	£9,000

Private Providers

- 2.11 Private sector organisations are now the main providers of residential and nursing accommodation and the provision of personal care within the community. Residential and social care services are paid for either by the individual, or where they fall below the financial threshold, either fully or in part by SCC.
- 2.12 Where there is continuing health care needs these are normally funded by the NHS.

Health and Social Care Integration and Better Care Fund

- 2.13 The ageing population places additional pressures on the health and social care system. National Policy aims to ensure that services are better at providing proactive, preventative care in community settings, so that people are supported to live at home for longer and avoid the need for commissioned health and care services.
- 2.14 Improving the health and care of the local population makes efficient use of existing resources because it reduces avoidable hospital admissions, facilitates timely discharge, and improves people's experiences of care.
- 2.15 To achieve this, local integration is led by the Surrey Heartlands Sustainability Transformation Plan Board (SHSTPB).
- 2.16 The Better Care Fund facilitates integration. It brings together health and social care funding. This policy framework for the Fund covers two financial years to align with NHS planning timetables and to give areas the opportunity to plan more strategically.

3 Services we provide

3.1 Many of the Councils services support older people, however, specific elderly services are provided or facilitated by Health and Community Care Services. The key services we provide directly are summarised in the following table:

Service	Number	Income from fees (£)	Income SCC (£)	Net cost – service charges
Community Alarms	1,956	£260,000		
Community Transport		73,252	67,287	348,925
Centres for older people	15,937			
Medical	826			
Social Trips	239			
Door to Store	3,062			
Dial a Ride	6,525			
Total Journeys	26,589			
Day Centres – Park Barn and Shawfield		96,500	123,000	397,000
Meals served	16,514			
No of Volunteers	1,692			
No of invoiced hirings	488			
Activities provided – GBC	6,116			
Activities provided - external	1,928			
EMI Day Centres – Four Seasons and The Meadows		62,000	84,000	30,500
Total Attendance	2,415			
Activities provided – GBC	5,652			
Activities provided - external	343			
Meals on Wheels	39,069	161,000	26,000	59,000
Handyperson Service - Jobs	1240			
Home Improvement Agency (Care and Repair) – adaptations an advice				
Enquiries/Advice	274			
Adaptation works completed	98			
Sheltered Housing				
Extra Care (Japonica and Dray Courts)	133 Flats			
Category 2 (Millmead, Tarragon, St Marthas, St Martins)	128 Flats			
Vulnerable People Database	2,680			

Service Reviews

3.2 A major review of services was carried out in 2011. This resulted in a 35% saving in budget, closure of one day centre (North Place), one sheltered housing court (Victoria Court) and the community alarm monitoring centre and a resulting reduction of 52 staff posts.

3.3 We have subsequently carried out a number of smaller service reviews as follows:

Date	Review	Outcome
2013	Community Transport and Meals on Wheels	Amalgamated the management of services.
2016	Day Centre Services	Two posts deleted.
2016	Sheltered and Supported Housing	Phase 1 restructure. Amalgamated management, deleted two posts
2016	Community Transport	Vehicle review and re-procurement. Reducing costs through more efficient vehicles.
2017	Meals on Wheels	Vehicle review and re-procurement. Reducing costs through more efficient vehicles.
2017	Sheltered and Supported Housing	Phase 2 restructure review.

Comparison with other Surrey Borough Council's

3.4 Surrey is unusual in that the services set out above have been provided by the Borough Councils on behalf of SCC since the 1940's. In most other areas of the Country, they remain the responsibility of the Social Services Authority.

3.5 Most Boroughs deliver some or all of these services directly, although one or two provide funding for voluntary groups to provide services.

3.6 Services have evolved to meet local needs and because they are delivered in different ways to meet differing needs, it is difficult to draw meaningful cost comparisons. However, our services and their quality are held in high regard.

4 Discussion

4.1 The services we provide form a vital part of the overall health and social care support available and if these services were to stop then there would be consequences not only for individuals accessing the services but also for other statutory agencies. For example, clients accessing meals on wheels would either require carer visits to provide food or they would present at hospital with other health conditions due to poor nutrition.

4.2 Being elderly does not automatically mean that an individual is any less independent than anyone else in society. Many, probably the majority, lead active, healthy independent lives and require support only when they become vulnerable for reasons of poor health, financial hardship, disability or social isolation.

- 4.3 Keeping individuals health and independent for as long as possible is a key part of our Later Life Strategy, and is also a key aim of the Guildford Public Health and Wellbeing Strategy.
- 4.4 Our services provide a range of advice, activities, social interaction and support to help keep people independent for as long as possible and to support them as they become vulnerable for the reasons set out above.

Charges for services

- 4.5 We recognise that being elderly does not mean that individuals are not able to afford services and therefore we charge for all of our services, with fees being set annually. These are in line with charges made by other Boroughs.
- 4.6 One potential area for further examination is whether there is scope for achieving additional income through fees and charges without deterring those who do have financial hardship and without impacting on the viability of services.

Vulnerable elderly

- 4.5 We maintain a vulnerable persons database of service users and in civil emergencies this is used in emergency planning situations to ensure these individuals are supported as a priority. Similar information is also held by the Adult Social Care Team in respect of their clients.
- 4.6 These are two good sources of information about vulnerable elderly persons, however, there may be residents who are vulnerable but who are not known to either SCC or ourselves, and there is a potential need to more actively seek information about them.

5 Issues for consideration

Funding/Future role

- 5.1 It is clear that the SCC Adult Social Care budget is under substantial financial pressure and that this situation is unlikely to improve in the foreseeable future. It is therefore likely that the financial contribution we receive for services will continue to reduce.
- 5.2 As previously highlighted, most of the services we provide are not a statutory responsibility for the Borough Council. Given the economic background, there is therefore a question as to what role the Borough should play in future.

Future services

- 5.3 If we continue to provide services, we need to decide which are our priorities, the most cost-effective way of doing so and whether we do so directly, by procuring them, greater community resilience or a combination of these.
- 5.4 We already deliver services through each of these routes and therefore the real question is around the relative proportions of each.

Service changes

- 5.5 Where service changes are considered, it is suggested that these be made on the following basis:
- (i) Will the change improve or broaden services to support the older population?
 - (ii) Will the change reduce GBC costs or create additional service without additional cost?
 - (iii) Will additional finance provide additional support in a key area?
 - (iv) Will additional finance provide support which reduces overall health and social care spend by reducing service demand in other areas

Current approach

- 5.6 We already generate substantial income from these services and there is potential to increase this income through the charges we make. However, we need to strike a balance, which does not deter vulnerable individuals being able to afford to access services.
- 5.7 The nature of the services and client group mean that they will always require some financial subsidy and our current approach is to minimise this by continuing to streamline how we work to provide services as cost effectively as possible.

Trading Company

- 5.8 One option under consideration is to set up a trading company to provide these and other services, but the cost effectiveness and liability of this needs to be carefully considered.
- 5.9 This could potentially allow provision of other services which generate income, for example the provision of care. However, there is a developed private sector market for care provision and a shortage of carers and there would therefore be established competition were we to enter into such a marketplace.

Customer expectations and technology development

- 5.10 In planning future services we need to be aware of changing customer expectations and increasingly rapid developments in technology.

Partners

- 5.11 Through extensive consultation and feedback, we are aware that the voluntary sector depend heavily on our community transport service to enable clients to attend services that they provide. There are also a number of local voluntary car schemes and collectively the two provide the 'glue' that enables many services to remain viable.

Developing greater Community Resilience/Self reliance

5.12 There is scope for the Council to facilitate greater community resilience to support individuals within the community, although this is a medium to longer term process and appears to work best in discrete community settings.

6 Discussion

6.1 The EAB may wish to consider:

What role should the Borough play in supporting the elderly, particularly vulnerable elderly in the future.

What approach should we adopt in charging for our services.

How we identify and support isolated vulnerable elderly people.

The proposed criteria for service change.

The merits of a trading company for delivery of services.

APPENDIX II

**VOLUNTARY GRANTS PANEL: SMALL GRANTS AWARDED (UNDER £2,500)
2017/2018**

Organisation	Project	Amount requested	Total Score	Amount Awarded
TALK	Guildford Stroke Support Groups	£2,500	22	£2,500
Age Concern Shalford & Peasmarsh	Help for Elderly in Shalford & Peasmarsh	£500	20	£500
Outline	Outcrowd (South West Surrey)	£1,000	14	£1000
Total small grants		£4,000		£4,000

VOLUNTARY GRANTS PANEL: LARGE GRANTS AWARDED (OVER £2,500) 2017/2018

Organisation	Project	Amount requested	Total Score	Amount Awarded
Surrey Welfare Rights Unit	Specialist Welfare Benefits Support	£5,000	20	£5,000
Home support Services Guildford	Home Support Services	£19,080	19	£19,080
Footsteps	Footsteps Drop In Centre	£3,400	18	£3,400
Cruse Bereavement Care	Bereavement Advice, Guidance & Support in Guildford	£6,000	16	£6,000
Guildford Action	Day Service	£135,000	15	£91,646
Guildford Action	The GAF	£70,000	15	£35,000
Guildford CAB	Running Costs for mental Health Project	£26,000	14	£21,000
Ash CAB	Ash Independent Living Advisor	£11,750	10	£11,750
South west Surrey for Mental Health Ltd	Canterbury Care Centre	£22,500	12	£22,500
Challengers	Guildford Young Adults – Inclusive Leisure	£8,533	9	£8,533
Headway Surrey	Befriending Scheme	£7,000	9	£7,000
Total large grants		£314,263		£ 230,909

COMMUNITY GRANTS PANEL: GRANTS AWARDED 2017/18

Organisation	Project	Amount Applied for	Total Score	Amount Awarded
Oakleaf Enterprise	Reach out for Wellbeing (North Guildford)	£15,000	16	£15,000
St John Ambulance	Donate for Defibs	£15,000	15	£15,000
VASWS	Welcome to Volunteering	£7,500	13	£7,500
Crossroads Care Surrey	Support for core hours to provide respite for vulnerable unpaid carers in Guildford	£15,000	13	£15,000
Worplesdon Memorial Hall & Sime Art Gallery Charitable Trust	Kitchen Extension Improvement Scheme	£4,632	11	£4,632
CHIPS (Guildford)	Healthy Lives, Brighter Future	£15,000	11	£15,000
Guildford Orienteering Club	Coaching qualification for junior development programme – Go Bananas	£992	10	£992
The Pied Piper Theatre	Hare & Tortoise	£4,400	9	£4,400
Effingham Cricket Club	Storage Facility proposal	£7,440	8	£7,440
Synergy Dance Ltd	Dance Acrobatics for teens	£1,439.90	8	£1,035
Sunrise Gurkha Sports Club	Active Life -4	£2,750	7	£2,575
East Clandon Village Hall	Improvements to village hall	£10,000	7	£8,500
Guildford Model Engineering Society Ltd	Renew the ground level track	£6,250	6	£6,250
Surrey Youth Focus	Youth Social Action – Guildford	£7,325	6	£5,150
	Total	£112,728.90		£108,474