

CYNGOR SIR POWYS COUNTY COUNCIL

**County Council
16th July 2014**

**REPORT AUTHOR: County Councillor Darren Mayor, Portfolio Holder for
Adult Social Services**

SUBJECT: Question from County Councillor Russell George

In regards to domiciliary care services:

Does the Cabinet Member believe that vulnerable adults are being adequately cared for by the companies that are providing domiciliary care services on behalf of the authority?

Our highest priority has always been the care and wellbeing of our citizens, the new providers were awarded contracts based on their ability to deliver quality care that puts the service users' needs first. We will continue to monitor the progress of our new providers, and ensure that the delivery of care is not just adequate, but of the highest standard. We have experienced some challenges with delivery in particular parts of the county as members have previously been advised; the Adult Safeguarding Team, Social Work teams and the Provider along with the Project Team have worked hard to address all concerns of vulnerability and each individual situation has been followed up.

Can the Cabinet Member provide details of the Independent review that is proposed to investigate what went wrong with the transfer of the Council's adult domiciliary care service?

Officers are currently developing a draft brief in relation to commissioning an independent review. We will continue to consult with key stakeholders including our service users, scrutiny members, Welsh Government and CSSIW on the development of the review and time frame. We will also continue to improve our services on the lessons already learnt to date.

Is the Cabinet Member confident that TUPE arrangements in regards to staff transferring from previous providers to Reach and Abacare are being correctly adhered to?

During the transfer phase, the council and our new partners informed all outgoing providers of TUPE arrangements. During recruitment, adverts were also placed in local newspapers informing staff of their TUPE rights including the offers of both zero and 16hr contracts. We are aware that there were delays with some outgoing providers informing their staff of TUPE arrangements to incoming providers, and that our new providers sought their own legal advice in this respect. Our new providers are committed to ensuring that they recruit sufficient staff to meet their contractual obligations and that all staff will go through robust induction and training in order that staff can work to the highest standard to ensure we can deliver high quality and cost effective services.