

Questions from Councillors

Councillor Ruth Hopkinson, Corsham Pickwick Division

To Councillor Jerry Wickham, Cabinet Member for Adult Social Care, Public Health and Public Protection

Question (18-12)

In light of the recent CQC report, which among other observations states:

“the vision had not been applied to bring about change.”, “strategies were not aligned to an overarching vision.”, “people sometimes had difficulties accessing services directly”. “There was not a clear system-wide strategy in Wiltshire.”, “gaps in resources and design ... solutions.”, “not a culture of appreciative enquiry (in the Health & Wellbeing Board).”, “strategic commissioning was underdeveloped”, “contract design and management was not robust.”, “The Local authority did not always use funding effectively.”, “safeguarding processes were not always effective.” “The dignity and respect due to people was compromised by poor communication.”

Can the Cabinet Member for Adult Social Care, Public Health and Public Protection explain how this situation occurred, what you are doing about it and what reforms are required to the Health and Wellbeing Board?”

Response

The CQC Review conducted during February and March this year, was a whole system health and social care wide examination and emanates from the fact that the performance, on issues such as delayed transfers of care (DTOC), was identified as not being good. In light of this, the entire sector had been working on many aspects of this performance (and others) for a number of months leading up to and since this review.

In Wiltshire Council, the Adult Social Care Transformation Programme, focussing on

- Reablement
- Adult Safeguarding
- Improved information and Advice ‘Front Door’
- Improving the Market and
- Integration

has been established for over 12 months and its aims have been directly related to addressing the issues of generally elderly persons being unable to be discharged from acute hospitals. The aims and objectives of this programme have been widely explained within Wiltshire Council and have had the benefit of scrutiny through the direct involvement of members of the Health Select Committee sitting on the Transformation Board.

In the recent weeks, a number of individual work streams have come on line, to include Reablement, Adult MASH and the Front Door. Work continues of the market improvement through the Help to Live at Home Alliance and new contracts are likely to be let in the Autumn 2018. Likewise, we continue to work with the Wiltshire Clinical Commissioning Group on how we might continue integration across our organisations, following our joint decision not to integrate at the Accountable Officer/Corporate Director level.

Partners across the entire sector continue to meet on a regular basis and accept that there is work to be undertaken to 'join up' services and improve the experience for persons being discharged from our hospitals. We do however have to focus on preventing people ending up in hospital in the first place, which is the aim of our combined prevention programmes.

On 12 June, the CQC ran a high -level summit and this involved all partners in the sector. The important aspect of the review though was that the CQC found all of the services to be **safe**. They presented their final findings and the sector responded giving an indication of how it intended approaching this. The findings of the CQC Review did not come as a complete surprise and many aspects are being addressed as has been detailed previously.

Where there were areas for improvement, or where things need to be done differently, we had already produced a detailed local action plan to implement a single overarching strategy to address the following areas:

1. New Wiltshire health and social framework
2. A single overarching health and social care strategy, improving outcomes with a focus on prevention and early intervention
3. Stimulating the local market and taking opportunities for joint commissioning across the whole system
4. Improve Wiltshire's Health and Wellbeing Board effectiveness
5. Unifying and developing whole system governance arrangements
6. Developing a sustainable integrated workforce strategy
7. Implementing digital opportunities and information sharing across the system

8. Single, integrated communications strategy

We are required to submit this action plan to the CQC in the next few weeks.

At this point, we are very content that the Health Select Committee will be considering the plan in detail at their meeting tomorrow (11 July) for their overview and that their input will be fed back to the Health and Wellbeing Board prior to agreement. We will of course continue to work with our colleagues across the entire sector to address the issues they as organisations face, as well as work to deliver the Transformation Programme in Wiltshire Council.

Wiltshire Council

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10 July 2018

Questions from Councillors

Councillor Edward Kirk, Trowbridge Adcroft Division

To Councillor Bridget Wayman, Cabinet Member for Highways, Transport and Waste

Question (18-13)

The substantial price increase in the Chippenham car parks are forcing office based businesses to consider relocating, reducing retail trade and increasing anti-social parking in residential areas. The shortage of car parking supply means that in the short-term as a Council we can extrapolate maximum revenue from this Town. In Devizes we are removing the free short-term car parking provision in the Market Place as this reduction of supply will displace an unknown percentage of these cars into paid for parking, again potentially increasing revenue. As a Council with this Devizes decision we are again prepared to accept as a consequence the damage to trade, in particular small value purchases from chemists, newsagents, cafés and the Bank/Building Society transactions. From these actions we obviously understand the basic rules of supply and demand.

As a Trowbridge Councillor with a division on the outskirts of the Town Centre, I am concerned with the Broad Street and Lovemead car parks in particular. The overall occupancy rates of the Trowbridge car parks (excluding permits) were at 12.9% in January 2018. The Broad Street Crescent car park has diminishing occupancy (January 3.43%, February 2.88%, March 1.97%) and with a monthly revenue now of only £52.20 we fail to even cover the business rates payable. This car park is already long-stay and the car park opposite accepts season tickets and continues to be substantially underutilised. Potentially, this car park could be added to our staff parking portfolio or we could be generous and allow the local NHS staff at the Trowbridge Health Centre to park there for a reduced fee (unlike Wiltshire Council, the NHS does not fund staff parking), and then allow local residents to park there in the evening.

Our figures from Trowbridge car parking prove that car parking as a product is price elastic and we therefore stand to gain extra revenue if we reduce prices. Please can the Cabinet Member responsible act accordingly in the financial interest of the Council and reduce the prices in these Trowbridge car parks?

Response

The question was received before I have made my decision on the current Traffic Regulation Orders consultation on the proposed car parking charges to be introduced in September, hence I am happy to consider the comments in that process.

Cllr Kirk is aware of the discussions that are ongoing with Devizes Town Council and the Chamber of Trade with both parties alive to and in agreement with the potential possibilities of improving the Market Place while looking at the continued provision of on-street free short stay, half hour and one-hour parking.

I am also aware that some businesses in Chippenham are looking to expand and the council is working with them to ensure they remain in the town. Parking is but one consideration in their deliberations, although I have received no direct feedback from them in response to our consultation, only quotations from various businesses contained in the response from Chippenham BID. Naturally, as we have been consulting on parking charges businesses have responded to the consultation and commenting on this one specific issue and not any other issue that might be affecting their business. I will, of course, take all representations into account.

We are aware of the low occupancy in the Trowbridge car parks and I have explained the over-supply of parking spaces to you before. There are many businesses in the centre of the town which have their own staff parking, there is free parking on offer in the St Stephen's Place car park and the supermarket car parks. It is expected that once the old East Wing site is developed we will utilise other car parks for staff parking, particularly Lovemead car park.

Price elasticity is a measure of how demand changes according to change in price. There is no direct correlation between the two, as research shows that cost of travel by car is not the primary consideration in people's choice. Convenience and travelling distance are often bigger factors that influence the choice. I am also aware of the very difficult weather conditions experienced during the first three months of the year which have had quite a dramatic effect on car park usage.

It should be noted that parking charges only apply until 6pm. All our car parks are free after 6pm so residents have always, and may continue, to use them without charge in the evening.

I would also remind Cllr Kirk that the council is happy to work with businesses at any time on initiatives such as a redemption scheme. These schemes allow businesses to attract shoppers into their stores by refunding parking (effectively allowing free parking in some cases) for their stays. This ensures only a desired segment of car park users receive the benefit and the stores participating in the scheme promote their services to customers.

The council is also pleased to work with the Town Council or local businesses on free parking schemes. These can be used to support a variety of parkers, with the schemes being designed and funded by the Town Council or supporting businesses.

I am also happy to consider new rates providing the Wiltshire Council's income is underwritten by the proposing party, either Town Council or businesses. However, Wiltshire Council has to consider the impact across all its car parks, and if by lowering one car park rate all it does is cause displacement from another car park these costs will be factored into any agreement. It must also be noted that any change in charges will require further Traffic Regulation Orders and will be subject to the statutory processes and times.

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10 July 2018

Questions from Councillors

Councillor Ian Thorn, Calne Central Division

To Councillor Jerry Wickham, Cabinet Member for Adult Social Care, Public Health and Public Protection

Question (18-14)

Can the Cabinet Member provide an update on current availability of advocacy services for people in Wiltshire with mental health issues and in particular, how many people benefit from the service, how many people are on a waiting list and details of any recent reviews of the service?

Response

In accordance with the Constitution a verbal response will be provided at the meeting.

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10 July 2018

Questions from Councillors

Councillor Ian Thorn, Calne Central Division

To Councillor Jerry Wickham, Cabinet Member for Adult Social Care, Public Health and Public Protection

Question (18-15)

Can the Cabinet Member provide an update on the effectiveness of adult safeguarding of people with mental health issues in Wiltshire?

Response

In accordance with the Constitution a verbal response will be provided at the meeting.