

Adults and Health Select Committee

Cabinet response to the recommendations regarding the budget, from the 4 December 2024 meeting of the Adults and Health Select Committee.

Adult Social Care:

- I. It is recommended that strong and effective Risk Management is treated as a key requirement to ensure that Surrey's Adult Social Care Services remain sustainable while delivering the services needed by Surrey's residents.

Cabinet Response:

Strong and effective risk management is essential to ensure the sustainability of Surrey's Adult Social Care Services while meeting residents' needs. Risk management in our services involves both mitigating potential negative outcomes and identifying opportunities for improvement. Our approach includes regular risk assessments, stakeholder engagement, scenario planning, and maintaining a risk register to track and manage identified risks. This proactive approach helps us address challenges such as financial pressures, staffing issues, and demographic shifts.

Data plays a critical role in both risk management and validating the impact of our services. We use data-driven insights to track service usage patterns, identify emerging risks, and monitor key performance indicators aligned with resident outcomes. We are also using predictive analytics to help us model future trends and assess how external factors may impact service delivery. To ensure that changes and initiatives are effective, we test their impact on residents. This includes pilot programs, co-design with residents and user groups as well as commissioning independent evaluations such as using the Local Government Association to measure the impact on service users, identifying unintended consequences and then refining approaches. This helps us refine services and ensure that the voices of residents and their families are central to decision making. By evaluating the effectiveness of changes, we can quickly adjust strategies and maintain responsiveness to evolving needs.

- II. It is recommended that Needs Assessment is appropriately resourced and robust as it is central to the reduction of costs and at the same time it is essential the weaknesses identified by the CQC are rectified.

Cabinet Response:

The improvements required and identified by the CQC regarding Needs Assessment will be delivered through the transformation and improvement programme in AWHP. This will include resourcing and robust scrutiny of the plans to ensure they remain on track and deliver the required outcomes.

- III. A plan will be required within the next six months for review, to support the provision of Technology Enabled Care in areas where the provision of appropriate telecommunications services is weak or lacking.

Cabinet Response:

The plan for how the digital switch over is being managed, delivery progress and how issues around connectivity gaps are being addressed within this work will be presented to the committee within the next six months.

- IV. It is recommended that there is investment in the tracking of spending.

Cabinet Response:

We welcome this recommendation but can offer assurances that robust budget monitoring is already in place.