

**EXECUTIVE COUNCILLOR FOR ADULT CARE AND PUBLIC HEALTH
28 FEBRUARY AND 4 MARCH 2022**

CARERS SUPPORT SERVICES RE-PROCUREMENT

STATEMENT FROM ADULTS AND COMMUNITY WELLBEING SCRUTINY COMMITTEE

The Adults and Community Wellbeing Scrutiny Committee supports the recommendations to the Executive Councillor for Adult Care and Public Health.

The Committee would like to make the following comments:

- When the contract for general support services, which is currently provided by Serco and includes the customer service centre element of the carers' service, is developed, it is suggested that other options are considered such as whether the customer service centre element could be provided in-house, or form a separate contract or become part of a unified service with the carers' support service element.
- A single unified service approach is strongly supported, whilst at the same time recognising the local element to service provision.
- The importance of timely assessments, both at initial contact and as a review, is stressed.
- The provision of funding for the refurbishment of Mosaic is supported.

In addition, the Committee would be requesting a progress report on the service, no earlier than April 2023, as this would enable the new provider to settle into the service.