

WORCESTERSHIRE COUNTY COUNCIL

RECORD OF OFFICER EXECUTIVE DECISION

Item	Outcome
Date Of Decision	24 March 2020
Decision Maker	Elaine Carolan, Interim Strategic Director for People
Brief Description of Decision	<p>To temporarily extend the opening hours of the Adult Services telephone and email contact centre to 8am – 8pm, Monday to Sunday and also extend the remit of the advice and support given to include any enquiries from residents, carers or providers, in relation to the COVID-19 pandemic. Out of hours support from the Adult Services Commissioning Unit, including the Brokerage team, was also extended to ensure effective liaison with providers and a responsive approach during this period.</p> <p>To also receive telephone calls and emails from people who were interested in joining the Worcestershire’s voluntary and community response offer and/or require help with emergency food supplies, PPE, medication as well as social care and taking these enquiries on behalf of the Here2Help team out of hours.</p> <p>The contract with Worcestershire Association of Carers has also been varied to increase opening hours for carers support to 8am – 8pm Monday to Sunday.</p> <p>The additional costs associated with both of these will be funded from the local authority’s share of the £3.2bn funding from central government.</p>
Reason(s) For Decision	<p>This decision was made to ensure that residents, their carers and our providers can be supported 7 days a week, between 8am and 8pm. In particular to ensure that hospital discharge pathways run as smoothly and as quickly as possible and also offer out of normal hours support to those in need.</p>
Alternative Options Considered and Rejected	<p>It was considered to ask an external contact centre to facilitate this approach however costs would not have been best value – the resourcing of the Access Centre has been enabled, in the main, by redeployment of staff from other areas and overtime.</p>
Any Conflict of Interest declared by	N/A

Item	Outcome
a consulted Cabinet Member/ any dispensation granted	