

## **Question from Ruth Mays MBE to the Adults and Communities Overview and Scrutiny Committee – 5 June 2018**

“A Council spokesman, when speaking to the press recently, stated that as part of a £50 million cost saving, it is being proposed to end the Council sponsored CareOnLine project. It was stated that several charities can now offer what CareOnLine has offered in the past. The Council said that it intends to use more cost effective ways to get people on line than exists today.

Can you indicate what these cost effective ways are?

If it is proposed to only use charity facilities, does the Council propose to offer some form of financial support to these charities in order that they can provide this vital service to vulnerable people?”

### **Response:**

The Council is proposing to decommission the CareOnLine service as part of a £1.3 million savings target for the Communities and Wellbeing Service.

As part of the mitigation actions to offset the impact of any decision to decommission the service, it is proposed to manage the transition of current service users to a number of voluntary organisations, which although do not exactly replicate the bespoke nature of CareOnLine, do offer help and support in helping service users in using digital technology. Service users include around 50 people who currently receive a regular visit from CareOnLine staff, and around 200 people who have contacted the telephone support service over the course of a year.

The Council is considering how organisations may be supported to manage any transitional arrangements with current CareOnLine service users.