

**ADULT SOCIAL CARE OVERVIEW AND SCRUTINY PANEL
1 DECEMBER 2009**

**TRIPS TO THE COALFACE –
COUNCILLORS' VISITS TO ADULT SOCIAL CARE SERVICES
Panel Chairman**

1 INTRODUCTION

This report introduces the notes of visits to Adult Social Care services.

2 SUGGESTED ACTION

- 2.1 **That the Adult Social Care Overview and Scrutiny Panel notes the attached notes of visits to Adult Social Care services.**

3 SUPPORTING INFORMATION

- 3.1 Members of the Adult Social Care Overview and Scrutiny Panel made a number of visits to various adult services on 24 September, 1 and 8 October 2009. The main purpose was familiarisation with operations at the coalface, and by going in small groups it was possible to see a great deal, as is shown by the notes taken by Andrea Carr and Victoria Bale.
- 3.2 We were impressed by the professionalism of the staff in circumstances which can be trying. Many people are unaware of the range of services provided until they, or someone they know, needs them. The series of visits have helped us to see what some of the challenges are, and appreciate some of the types of cases and numbers involved.
- 3.3 Our thanks are due to the many staff who made us welcome and willingly answered our large number of questions.

Background Papers

None

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