Dear Rosalind,

Thank you for your final draft report on your recent visit to Wantage.

I respond to your points as follows:-

**People not being aware of what services and support is available locally**

We note that some of the people you spoke to did not feel very informed about what services are available in the Wantage area. Whilst we may not succeed in reaching everyone, we do have two key information and advice services to support people to find out what is happening in their local area:

1) Our Community Information Network service, provided by Age UK Oxfordshire, which has two workers covering the Faringdon, Wantage and Grove area (see: https://www.ageuk.org.uk/oxfordshire/our-services/community-information-network/) and helps people to find local activities and support. The Community Information Network also holds an information and advice drop-in every 3rd Wednesday from 10:30-12:00 at the Church Street Practice at the Health Centre in Mably Way, Wantage.

2) Although we appreciate that not everyone is able to use the internet, our Live Well Oxfordshire website https://livewell.oxfordshire.gov.uk/ contains information about a wide range of services and activities, from lunch clubs and care homes to exercise classes and community transport. We have recently sent information (posters, bookmarks and postcards) about the Live Well Oxfordshire website to every library and GP practice in the county, and have a video available for use on screens in surgery waiting rooms.

We also have a service and website specifically for informal carers, Carers Oxfordshire http://www.carersoxfordshire.org.uk/cms/. The Carers Oxfordshire team offers information and advice over the phone, and there are also outreach workers who can visit people at home.

We will review the issues and suggestions raised in the report with the Community Information Network.

**Concern about the cost and availability of daytime support and transport**

We note the concerns expressed about the changes to daytime support services in Wantage. Whilst the Wantage Health and Wellbeing Centre has closed, there are several other day time support services in the Wantage area, and any vacant sessions at the Wantage Community Support Service are available to people without an assessed eligible need to purchase (there are currently some sessions available).

Alongside this, we continue to support voluntary and community activities via a grant process; for example, the October Club in Wantage has received sustainability funding this year through this process. More information can be found here:
Concern about the availability and consistency of home care support
We note the concerns expressed about the availability and consistency of home care support, and we recognise the difficulties that care providers have in the recruitment and retention of competent care workers. We have developed a workforce strategy which we are implementing, working closely with providers and colleagues in Health: https://www2.oxfordshire.gov.uk/cms/sites/default/files/folders/documents/socialandhealthcare/adultsocialcare/WorkforceStrategy.pdf We have recently run a recruitment campaign for care workers in partnership with Health and the Oxfordshire Association of Care Providers, and we have developed a leadership training programme for home support managers and team leaders, which begins in October.

Best wishes,

Kate

Kate Terroni
Director for Adult Services
Oxfordshire County Council
County Hall, New Road, Oxford, OX1 1ND | Mobile: 07554 103424 | PA: Tracey Jones 01865 323574