

Swindon Borough Council

Central Swindon North Parish Council believe there is scope to redesign how adult social care is delivered so that Swindon Borough Council focuses on assessment, safeguarding, commissioning and oversight, rather than acting as the single gateway for every aspect of support, for which it appears to be universally overwhelmed.

In our interactions with vulnerable residents, many preventative services could be delivered through community organisations, GP Primary Care Networks, housing providers, CSNPC (and other larger Parishes here) and voluntary groups operating within a common referral framework.

Rather than every request passing through SBC, professionals should be able to make trusted referrals directly into commissioned services such as falls prevention, social prescribing, equipment provision, carers' support, transport and befriending. CSNPC was between 2020 and 2025 placed on a community solutions care programme which yielded a number of community solutions outside the formal care framework.

Expanding this programme as part of the initial care triage would reduce delays, simplify access for residents and allow social workers to focus on people with the most complex needs, and no doubt save money.

Digital Access

A shared digital case management platform should allow authorised partners like CSNPC to work from the same information, with role-based access controls and resident consent, removing the need for multiple assessments by different organisations.

Previous issues arose where we were given so little client information we couldn't support as freely as we wished to, despite being held to the same GDPR rules as SBC.

Residents frequently repeat the same information to health services, housing teams, voluntary organisations and social care over and over. A single digital record would improve continuity & reduce administrative burden.

Commissioning.

Commissioning is one aspect SBC does well at but it cannot garner the right margins of savings as it commissions care work in small bundles.

The Government should establish an accredited provider framework that allows SBC, smaller charities, social enterprises and community organisations to deliver preventative services under consistent quality standards. More importantly, for those outside the care provider 'market' like Parish Councils we are actually aware of what those care standards are.

Overall, the objective should be to move from a council-centred delivery model to a networked system in which SBC retains accountability and quality assurance, but the Government manages the core commissioning and communities, health partners and commissioned providers are empowered to deliver support closer to where people live.

That way costs can be reduced but care stays local.