

SCRUTINY COMMITTEE

Tuesday, 6th June, 2023

10.00 am

**Council Chamber, Sessions House, County
Hall, Maidstone**





AGENDA

SCRUTINY COMMITTEE

Tuesday, 6th June, 2023, at 10.00 am
Council Chamber, Sessions House, County Hall,
Maidstone

Ask for: **Anna Taylor**
Telephone: **03000 416478**

Membership

- Conservative (10): Mr A Booth (Chairman), Mr P V Barrington-King (Vice-Chairman), Mr N Baker, Mrs R Binks, Mr T Bond, Mr N J Collor, Mrs S Hudson, Mr H Rayner and Mr O Richardson and vacancy
- Labour (1): Dr L Sullivan
- Liberal Democrat (1): Mr A J Hook
- Green and Independent (1): Rich Lehmann
- Church Representatives (3): Mr J Constanti, Mr M Reidy and Mr Q Roper
- Parent Governor (2): Ms R Ainslie-Malik, vacancy

County Councillors who are not Members of the Committee but who wish to ask questions at the meeting are asked to notify the Chairman of their questions in advance.

UNRESTRICTED ITEMS

(During these items the meeting is likely to be open to the public)

A - Committee Business

- A1 Introduction/Webcast Announcement
- A2 Apologies and Substitutes
- A3 Declarations of Interests by Members in items on the Agenda for this Meeting
- A4 Minutes of the meetings held on 23 February and 20 April 2023 (Pages 1 - 10)

B - Any items called-in - none for this meeting

C - Any items placed on the agenda by any Member of the Council for discussion

- C1 Kent Homeless Connect: Transition Update (Pages 11 - 16)
- C2 Kent Adult Carers' Strategy One Year On (Pages 17 - 24)

D - For Information

- D1 Work Programme (Pages 25 - 26)

EXEMPT ITEMS

(At the time of preparing the agenda there were no exempt items. During any such items which may arise the meeting is likely NOT to be open to the public)

Benjamin Watts
General Counsel
03000 416814

Friday, 26 May 2023

KENT COUNTY COUNCIL**SCRUTINY COMMITTEE**

MINUTES of a meeting of the Scrutiny Committee held in the Council Chamber, Sessions House, County Hall, Maidstone on Thursday, 23 February 2023.

PRESENT: Mr A Booth (Chairman), Mr P V Barrington-King (Vice-Chairman), Mr N Baker, Mrs R Binks, Mr T Bond, Mr A Brady, Mr N J Collor, Mr G Cooke, Mr A J Hook, Mrs S Hudson, Rich Lehmann, Mr H Rayner and Mr O Richardson

ALSO PRESENT: Mr D L Brazier (Cabinet Member for Highways and Transport), Mr R C Love, OBE (Cabinet Member for Education and Skills), Mr P Cole, Ms M Dawkins and Mr R J Thomas

IN ATTENDANCE: Ms H Chughtai (Director of Highways and Transportation), Ms C McInnes (Director of Education), Mrs N Floodgate (Road Safety and Active Travel Group Manager), Mr M Bunting (Vision Zero Strategy Manager), Mr G Romagnuolo (Research Officer), Mrs A Taylor (Scrutiny Research Officer) and Mr M Dentten (Democratic Services Officer)

UNRESTRICTED ITEMS**78. Declarations of Interests by Members in items on the Agenda for this Meeting**
(Item A3)

No declarations were made.

79. Minutes of the meeting held on 25 January 2023
(Item A4)

RESOLVED that, subject to the inclusion of Mr Hook and Rich Lehmann as virtual attendees, the minutes of the meeting held on 25 January 2023 were an accurate record and that they be signed by the Chairman.

80. Short Focused Inquiry - Highway Improvement Plans - Final Report
(Item A5)

Mr R Thomas (Chairman, Highway Improvement Plans Short Focused Inquiry) and Mr G Romagnuolo (Research Officer) were in attendance for this item.

1. The Committee were presented with the Highway Improvement Plan (HIP) Short Focused Inquiry's report, for approval, and submission to the Leader and relevant Cabinet Members including a request for a formal response to the recommendations within two months. The report included the Inquiry's headline findings; communication and engagement; training; enforcement; funding; and the Inquiry's 5 recommendations.
2. Mr Thomas introduced the Short Focused Inquiry's report. He explained that the Inquiry focused on four key issues: context; funding; governance; and

possible improvements. He gave an overview of the witnesses which gave evidence to the Inquiry, which included: Kent Association of Local Councils (KALC); the Road Safety Foundation; KCC's Road Safety and Active Travel Group; and Kent Police, giving thanks to them for their contributions. The Inquiry's recommendations were detailed, with it noted that better: communication; guidance in unparished areas; training; enforcement; and funding were required to realise sustained improvements.

3. A Member commented that recommendation 5, "that KCC's Road Safety and Active Travel Group should urge the relevant planning officers to consider HIPs when allocating the funding from developer contributions. This should be done at the earliest opportunity in the planning process," would be difficult to implement consistently and required a greater understanding of the issues faced in unparished areas, in order to successfully secure planning obligations through Section 278 agreements.
4. The importance of managing community expectation, including on the deliverability of schemes contained within HIPs, was highlighted by a Member. They added that the further Member training recommended in the report would help to streamline the HIP development process and ensure clear communication with communities.
5. A Member noted that there were inherent difficulties with the funding of highway priorities and infrastructure improvements in both parished and unparished area, which had not been fully addressed in the report. They stressed the importance of HIPs factoring in Local Plan priorities, whilst also maximising the use of Section 106 and Community Infrastructure Levy contributions.
6. The Chairman agreed to consider a future item on Joint Transportation Boards, following comments by the Committee, which noted that their effectiveness varied across the county.
7. A Member emphasised the importance of promoting joint working between adjacent parish and town councils, in order to ensure that there was a shared awareness of other authorities' HIP priorities.
8. Members commended the report's emphasis on the importance of providing local Members with revised guidance and information on HIPs, alongside in-person and virtual training.
9. A Member asked that the criteria for new speed cameras, impact of pilots and oversight by the Kent and Medway Safety Camera Partnership be explored further, including the possibility of self-financing solutions.
10. Following a request from a Member, the Chairman assured Members that Scrutiny would closely monitor, after to the Executive response, the progress made to consider and implement the SFI's recommendations.

11. A Member asked that a comment on the importance of communications and partnership with district, boroughs and city councils during their developments of Local Plans be included in the Chairman's covering letter to the Executive.
12. Members commented that the number of parish and town councils in Kent, cited as 309 in the report, needed to be corrected to 321, to include non-KALC affiliated councils and that the report needed to explain that Highways Improvement Plans were permitted in non-parished areas.
13. The Chairman assured the Committee that their comments would be incorporated into his letter to the Executive which would accompany the Short Focused Inquiry report.

RESOLVED to approve the Short Focused Inquiry Report into Highway Improvement Plans, and that it be submitted to the Leader and relevant Cabinet Members along with a request for a formal response to the recommendations within two months.

81. Vision Zero - Road Safety Strategy for Kent - Update *(Item C1)*

Mr D Brazier (Cabinet Member for Highways and Transport), Ms H Chughtai (Director of Highways and Transportation), Ms N Floodgate (Road Safety and Active Travel Group Manager) and Mr M Bunting (Vision Zero Strategy Manager) were in attendance for this item.

1. The Committee were provided with a report which updated Members on the progress made implementing 'Vision Zero, The Road Safety Strategy for Kent 2021-2026,' since its adoption in July 2021.
2. Mr Brazier provided a verbal overview of the report and reminded the Committee that, whilst Vision Zero was a multinational road traffic safety initiative focused on casualty reduction, the KCC strategy was tailored to Kent 's unique highway challenges and interwove with KCC's commitment to achieve Net Zero in the county by 2050.
3. Ms Floodgate explained the different approach adopted by Vision Zero, comparing it to previous location focused casualty reduction strategies. She reminded Members of the Strategy's five pillars: safe roads and streets; safe speed; safe behaviour; safe vehicles; and post collision response. She added that understanding where, when and how accidents were happening, coupled with improved data sets and a dashboard for damage only incidents allowed better decisions to be taken to prevent future road casualties.
4. Mr Bunting further updated the Committee, which included confirmation that the Kent and Medway Casualty Reduction Partnership, which alongside KCC, included Kent Police, Kent Fire and Rescue Service, Medway Council and National Highways, had been bolstered to enhance shared responsibility and collaboration. Members were encouraged to become Vision Zero champions.

5. In relation to section 3 of the report, a Member noted that the 2016-22 road casualty data indicated an upward trend in casualties, which had incorrectly been referred to as a downward trend.
6. A Member commented that further engagement with partners was required to create a broader acceptance of 20mph zones and precipitate further decreases in road speed.
7. Concerning the Vision Zero Strategy's delivery of the Infrastructure for Communities priority, within Framing Kent's Future, KCC's Council Strategy for 2022-2026, a Member commented that decisions taken on other issues relating to Highways and Transport should take account of their impact on road safety. They asked that Members be provided with an update on how recent projects had impacted incident and casualty rates.
8. Broad education on the benefits of high visibility clothing for active travel route users was encouraged by Members.
9. Ms Floodgate confirmed, following a question from a Member, that accident hotspots were reviewed annually, with remedial engineering and education delivered in response. She noted that small schemes were used on accident clusters, though non-engineered solutions were an important part of Vision Zero. She agreed to provide Members with a list of cluster sites across the county after the meeting.
10. Members emphasised the importance of the Strategy's safe speed pillar and asked that roads near schools and popular active travel routes be prioritised for speed reduction schemes. The Chairman commented that congested roads around schools presented significant risks and danger to children. He asked that active travel be encouraged further to reduce congestion and improve health and wellbeing. A Member added that walking buses should be promoted to achieve the aspiration whilst also ensuring child safety.
11. Members welcomed further information on how road safety measures, including 20mph zones, with strong local support could be promoted, funded and implemented.
12. A Member asked whether average speed cameras could be used for enforcement and whether additional safety courses for car and motorbike users, beyond speed awareness courses, could be promoted to encourage safer driving.
13. Mr Brazier left the meeting. The Chairman shared his disappointment that the Cabinet Member had not made the Committee aware of his need to leave during consideration of the item and stated that it had inhibited the scrutiny process.
14. The importance of speed limit enforcement was highlighted by a Member, who stressed that limits needed to be realistic and would only be fully effective if

adequately enforced. The importance of quantifying the impact of school expansions on surrounding road network congestion was raised.

15. A Member asked whether increases in the number of moped-borne food delivery drivers had impacted road safety.

16. The Chairman asked that written responses to the questions shared after the departure of the Cabinet Member be provided to the Committee following the meeting.

RESOLVED to note the contents of the report.

POST MEETING NOTE: The Committee were provided with the requested written answers to their questions.

82. Home to School Transport - Verbal Update *(Item C2)*

Mr R Love OBE (Cabinet Member for Education and Skills) and Ms C McInnes (Director of Education) were in attendance for this item.

1. Mr Love provided a verbal update which broke down mainstream home to school transport costs, contracts and occupancy, as at the time of the meeting, following a request by a Member. He confirmed that there were 275 hired mainstream contracts, which included both private and public hire, comprising 222 (65%) of service volume and 80% of contract costs for private hire, as well as 53 (35%) of volume and 20% of contract costs for public hire respectively. He added that 82 contracts were for sole occupancy transport at a total cost of £1.4m, which compared to £3.3m for the 193 multiple occupancy contracts. Ms McInnes provided further statistics, confirming that the average cost per head per day across all contracts was £21.48, which was further separated into £18.10 for multiple occupancy and £93.37 for single occupancy. She noted that the average costs per head per day, varied significantly based on the route and distance.
2. Mr Love agreed to provide Members with a written briefing following the meeting, to support the statistics shared with the Committee.
3. District taxi and private hire vehicle licensing was raised by a Member, as an area for further investigation, in order to understand whether policies overly restricted market supply.
4. A Member commented that alternative employment models for drivers should be investigated.
5. A Member noted that home to school transport had been a long-term issue, for more than a decade, with costs significantly increasing over the period. They added that schools should be engaged in order to explore other options and carry out pilots, including school-run licensed taxi services.

6. Members asked that the issue be scrutinised further and that the written briefing promised include an overview of the legislation which required KCC to provision home to school transport and a comparison with similar authorities.
7. Concerning decision making, Ms McInnes noted that there was significant interplay between the statutory obligations to offer school places and transport which heavily influenced expenditure on home to school transport.
8. Mr Love thanked the Committee for its questions and comments. He reassured Members that KCC had some of lowest home to school transport costs per child, when compared to many neighbouring authorities. He welcomed Members' suggestions of pilots and opportunities for optimising sole-occupancy transport routes, and committed to investigate the impact of taxi licensing policy on market supply. He concluded by reminding Members that there was no single solution to resolve the issues identified and that a multi-pronged approach was required.
9. The Chairman thanked Mr Love for his engagement with the Committee, the answers provided and commitment to provide further information to Members.

RESOLVED to note the verbal update from the Cabinet Member.

POST MEETING NOTE: The Cabinet Member provided the Committee with a written briefing on Home to School Transport, which included: decision making and the statutory framework; benchmarking and cost drivers; managing costs and value for money; the numbers of contracts and pupils being transported; and further efficiencies.

KENT COUNTY COUNCIL

SCRUTINY COMMITTEE

MINUTES of a meeting of the Scrutiny Committee held in the Council Chamber, Sessions House, County Hall, Maidstone on Thursday, 20 April 2023.

PRESENT: Mr A Booth (Chairman), Mr P V Barrington-King (Vice-Chairman), Mr N Baker, Mrs R Binks, Mr T Bond, Mr G Cooke, Rich Lehmann, Ms M McArthur, Mr H Rayner and Dr L Sullivan

ALSO PRESENT: Mrs S Chandler (Cabinet Member for Integrated Children's Services), Mr A Brady, Mr M A J Hood and Mr D Jeffrey

IN ATTENDANCE: Mrs S Hammond (Corporate Director Children, Young People and Education), Mr B Watts (General Counsel), Mr S Collins (Director of Integrated Children's Services (West Kent and Early Help and Preventative Services Lead)), Ms H Birdi (Assistant Director of Adolescents and Open Access), Ms W Jeffreys (Consultant in Public Health), Ms A Noake (Senior Commissioner), Ms J Morley (Family Hubs Programme Manager), Mr J Cook (Democratic Services Manager), Mrs A Taylor (Scrutiny Research Officer) and Mr M Dentten (Democratic Services Officer)

UNRESTRICTED ITEMS

83. Declarations of Interests by Members in items on the Agenda for this Meeting (Item A3)

No declarations were made.

84. Decision 23/00015 - Family Hub Transformation Funding (Item B1)

1. The Chairman introduced the item and invited the proposer of the call-in, Mr Brady, to provide an overview of the reasons for his call-in. Mr Hood as the seconder was also invited to speak.
2. Mr Brady presented the reasons for his call-in. He explained that he had called the decision in on the grounds that its aims and outcomes had not been properly explained. He stated that Children's, Young People and Education Cabinet Committee should have been provided with additional information, including comprehensive delivery plans, which would have allowed Members the opportunity to fully review the proposed decision and advise the Cabinet Member. He noted that Scrutiny Committee had been provided with additional information which the Cabinet Committee did not receive at their March meeting. It was further noted that the responsible officer had been sent a series of questions, which were only answered following the decision being taken, despite Cabinet Member assurance. He concluded by asserting that Members needed reassurance that the aims and outcomes of decision were a positive development and would provide the best option for children and families in Kent. Mr Hood added that the outcomes of the decision were not

clearly presented, noting that the report acknowledged that KCC was still exploring how it could deliver the programme. He stated that it was important for the extent of face-to-face service delivery to be defined, including the related estate requirement. He asked how many other councils were in the same position and for assurance that the Cabinet Committee would be given the opportunity to monitor decision implementation.

3. The Chairman invited Mrs Chandler to respond. Mrs Chandler addressed the information presented to Children's, Young People and Education Cabinet Committee, explaining that due to deadlines set by the Department for Education (DfE) and ongoing criteria development, further information was now available, which had not been at the time of the Cabinet Committee's consideration. She reassured Members that the Cabinet Committee were provided with the latest information available at the time and that the substance of the decision had not changed. She explained that further information had been provided to Scrutiny to provide Members with an up-to-date overview of developments. She reminded the Committee that further key decisions on Family Hubs transformation were expected and gave assurance that they would follow the Council's decision-making processes, including consideration by the Children's, Young People and Education Cabinet Committee before a decision is taken. It was noted that this would be subject to any deadlines imposed by the DfE. She reminded Members that the funding for Family Hubs transformation was in addition to existing service funding and provision.
4. Mr Collins responded to the questions asked by call-in proposer and seconder in their opening statements, confirming that: KCC's funding allocation was agreed by the DfE in March 2023; and there were 75 Family Hub transformation authorities nationally, including 14 trail blazers of which KCC was one.
5. Members commented that it was unreasonable to provide the Committee with reports two days ahead of the meeting and impacted their ability to scrutinise.
6. Members asked a range of questions. Key issues raised by the Committee and responded to by the Cabinet Member and officers present included the following:
 - a. Mr Collins clarified, following a question from a Member, that KCC were a Family Hubs wave two trailblazer.
 - b. Concerning the transformation programme's 39 deliverable actions, a Member noted that 31 had been given revised timeframes and asked why the completion of many actions had been delayed. Mr Collins explained that DfE timescales as well as Kent's scale were the primary reasons for the delays. Ms Birdi added that Kent's scale impacted delivery due to the large number of local partners which required engaging on the proposed transformation as part of the programme's co-production model. She added that consolidating the programme and completing deliverables was not possible until funding had been received from the DfE.

- c. Following a question from a Member, Mrs Chandler reassured the Committee that the Corporate Director of Finance (Section 151 Officer) had been involved throughout the funding process and was sighted on the programme's procurement requirements.
- d. A Member asked whether any of the programme's funding streams and additionality were targeted at young people. Mrs Chandler explained that Family Hubs was a 3-year programme and that the decision in question did not include adolescent services. She noted that further funding was expected to be spent on additional areas, which could include youth services. She added that Parent and Carer Panels would investigate what Family Hubs could provide in the future. Mr Collins informed Members that first tranche of funding from the DfE was ring fenced for specific spend, which did not include adolescent services.
- e. Mr Collins confirmed, following a question from a Member, that the DfE required a statement of KCC's grant usage by 28 April 2023.
- f. Members raised concerns that it was not possible to fully understand the decision's implications and how Family Hubs would be delivered in communities, without knowing the impact of the Kent Communities Programme on KCC's estate.
- g. A Member asked for assurance that Family Hubs would not be used as a means for moving services wholly online. Ms Birdi reassured Members that the digital service offer would be in addition to face to face services.
- h. A Member asked whether KCC staff working in Family Hubs would receive additional training. Ms Jeffreys confirmed that there would be training as well as further learning and development opportunities for all partnership staff involved in the programme, including KCC, NHS Kent and Medway and Voluntary, Community, and Social Enterprise (VCSE) staff. Ms Birdi emphasised that the programme's strategy focused on developing a sustainable workforce.
- i. In response to a question from a Member on procurement arrangements, Ms Noake confirmed that existing contacts as well as national frameworks such as NHS Supply Chain would be utilised to shorten procurement timeframes and allow timely delivery.
- j. Clarification on the development of Parent and Carer Panels was sought by a Member, who asked for further information on how many there were across the county, their membership, size and authority. Ms Morley explained that existing Parent and Carer stakeholder groups had been engaged throughout the development process which informed initial decision-making and around the Start for Life offer and planning. She noted that there was an ambition for additional specific Panels to be extended to ensure seldom heard groups were included and that the panels were representative of Kent's diverse communities to be established and that there had been a proactive recruitment campaign launched in March 2023 to engage communities, parents and

carers, with the aspiration that they would be involved in the new Panels and members would start to see more activity over the coming weeks.

7. At the Chairman's invitation Mr Brady and Mr Hood summed up following the Committee's questions and debate. Mr Brady reemphasised the importance of providing non-executive Members with the necessary information to allow them to properly exercise their responsibilities to advise the Executive on proposed decisions and subsequently scrutinise decision which had been made. Mr Hood commented that the call-in had provided the required clarity for Members and had further informed their understanding of the decision and wider transformation programme.
8. The Committee stressed the importance of Members being frequently updated on developments related to Family Hubs transformation by means of both informal briefings and formal consideration at Children's, Young People and Education Cabinet Committee and Scrutiny Committee.
9. Mrs Chandler thanked the Committee for their call-in, consideration of the decision, welcomed their continued interest and committed to regularly inform Members on the further development of the Family Hub transformation through briefings and committees, whilst also exploring other ways they could be updated.
10. The Chairman assured Members that Family Hubs transformation would be added to the Committee's work programme for consideration at a future meeting.
11. Mr Cooke moved and Mr Rayner seconded a motion that "the Scrutiny Committee express comments but do not require reconsideration of the decision."
12. Members voted on the motion. The motion passed by majority vote.

RESOLVED that the Scrutiny Committee express comments but do not require reconsideration of the decision.

From: Clair Bell, Cabinet Member for Adult Social Care and Public Health
Richard Smith, Corporate Director Adult Social Care and Health

To: Scrutiny Committee – 06 June 2023

Subject: **Kent Homeless Connect: Transition Update**

Classification: Unrestricted

Summary: The eighteen month transition period for the Kent Homelessness Connect service began on 1 October 2022. Phase 1, the ending of the Rough Sleeper Outreach service, is complete. Phases 2 and 3 are on track to complete within the transition period, by March 2024.

Recommendation(s): Scrutiny Committee is asked to note the progress of the project through the transition phases.

1. Introduction

- 1.1. The Kent Homeless Connect service was commissioned by the council in October 2018 to support adults with complex support needs that are facing homelessness.
- 1.2. To meet the financial challenge posed by the budget in 22/23 and in years to come, the council's budget, agreed on 10 February 2022, included a proposal to allow the service to end when the contract expired on 30 September 2022.
- 1.3. Following a consultation period and a report taken to Adult Social Care Cabinet Committee in July 2022, the Cabinet Member for Adult Social Care and Public Health, in consultation with the Cabinet Member for Finance, Corporate and Traded Services, agreed in August 2022 to:
 - a) The ending of the Kent Homeless Connect service from 30 September 2022;
 - b) The variation of the current Kent Homeless Connect Service Contract to include a transitional period of up to 18 months, ending no later than 31 March 2024;
- 1.4. The 18 month transitional period commenced on 1 October 2022.

2. Background

- 2.1. Kent County Council has commissioned a range of housing related support services since 2003. Whilst housing and homelessness are the statutory responsibility of the District, Borough and City councils across Kent, the county council has continued to provide discretionary support for homeless people with complex support needs.

2.2. The Kent Homelessness Connect contract streamlined former provision into an integrated service, focussed on supporting those with more complex support needs. The contract meets the costs of providing trauma-informed assistance to people who have a range of support needs, to enable them to recover from homelessness and establish an independent life.

2.3. The contract is delivered over four geographic lots utilising a prime provider model. The two appointed prime providers are Porchlight and Look Ahead. The contract was delivered through three pathways:

- **Rough sleeper outreach** - help to people sleeping rough, support to access and sustain accommodation and obtain health care and support appropriate to their needs. This helps people to recover from homelessness.
- **Prevention and resettlement** – help in the community to people who need support and are at risk of homelessness, or people who are homeless, regardless of where they live. The service also helps people to establish themselves successfully into a new tenancy.
- **Supported accommodation** - provides support in a supported accommodation setting, where help is offered to aid people to independence and recovery from homelessness. Once people have gained the skills they need to live independently, they are supported to move on to more permanent accommodation.

3. Transition Update

3.1. A Deed of Variation was drafted and signed by both Prime Providers.

3.2. The transition to new arrangements is phased over three stages. The maximum estimated cost of the 18-month transition period is £4,563k.

- **Phase 1:** 1 October 22 - 31 March 23 – Rough sleeper outreach
- **Phase 2:** 1 April 23 – 30 September 23 – Prevention and resettlement
- **Phase 3:** 1 October 23 – 31 March 24 – Supported accommodation

3.3. The council has continued to work with the District, Borough and City councils and the Prime Providers, aiming towards finalising how alternative support can be delivered in each local authority area. There is broad consensus many aspects of the service can be delivered by the Local Housing Authorities or their agents.

3.4. Local Housing Authorities receive funding from Central Government to support them to deliver against their responsibilities under the Homeless Reduction Act, such as the Prevention Duty. The Department of Levelling Up, Housing and Communities (DLUHC) has made monies available to Local Housing Authorities to tackle rough sleeping, significantly through Rough Sleeper Initiative funding.

4. PHASE 1: Rough Sleeper Outreach Transition Update

- 4.1. This service was not provided through the Kent County Council contract in all District, Borough and City council areas, some councils preferring to deliver or commission this themselves. This support delivered through the contract ended at the end of March 2023.
- 4.2. District, Borough and City councils have received funding under the latest round of central government's Rough Sleeping Initiative funding, which has provided funding over a three-year period (2022-25). Local Authorities determine how this is allocated, and many have retained some degree of rough sleeper outreach through this fund.

5. PHASE 2: Homeless Prevention Transition Update

- 5.1. The Homeless Prevention support will cease in September 2023. This support will be delivered, by District, Borough and City councils in pursuit of their homeless prevention and relief duties, placed on them by the Homeless Reduction Act 2017.
- 5.2. Work is progressing with District, Borough and City councils to implement the Xantura system, first established in Kent by Maidstone Borough Council. This system enables local authorities to identify households vulnerable to homelessness earlier and therefore take proactive and preventative action.

6. PHASE 3: Supported Accommodation Update

- 6.1. The service funds support within 341 units of accommodation. Rent for these units is paid for through enhanced housing benefit. The District, Borough and City council area breakdown of these units is below.

6.2.

Local Authority Area	Number of Units
Ashford	15
Canterbury	59
Dartford	0
Dover	53
Folkestone & Hythe	22
Gravesham	13
Maidstone	51
Sevenoaks	7
Swale	60
Thanet	36
Tonbridge & Malling	6
Tunbridge Wells	19

- 6.3. During phase 1 of the transition period, the council has worked with Local Housing Authorities, Prime Providers and other partners to seek alternative arrangements, and funding. The primary objective has been to obtain funding so that the units could be retained post March 24 for the purpose of supporting the current cohort, vulnerable adults with complex needs facing homelessness.
- 6.4. Where it may not be possible to retain the units for the current cohort, repurposing of properties is being explored, and conversations have already

taken place with KCC commissioners responsible for Supported Living, Domestic Abuse, Drugs and Alcohol, Neurodivergent and Children and Young Persons services.

- 6.5. If no alternatives are found, and the services must close, the council will work with all partners to ensure those using the services are moved on successfully.
- 6.6. The council, District, Borough and City councils and the Prime Providers are in the process of finalising plans for all supported accommodation schemes.

7. Care Act Assessments Update

- 7.1. The council will ensure those who need an assessment under the Care Act receive one and to consider how care and support needs can be met.
- 7.2. Processes have been established, whereby both Prime Providers report to Adult Social Care on a monthly basis regarding the needs of people accessing the service, as well as an up to date list of those people (who have given consent) that require a statutory Care Act assessment.
- 7.3. A lead contact within Adult Social Care for each Prime Provider's contracted area is in place, who allocate the required Care Act assessments to their team members to be undertaken.

8. Conclusions

- 8.1 Phase 1 is now complete – the Rough Sleeper Outreach support delivered through the contract ended at the end of March 2023.
- 8.2 Phase 2 the Homeless Prevention support will cease in September 2023.
- 8.3 Phase 3 - the council, District, Borough and City councils and the Prime Providers are finalising plans for all supported accommodation schemes.

9. Recommendations

<p>9.1 Recommendation(s): Scrutiny Committee is asked to note the progress of the project through the transition phases.</p>

10. Background Documents

Decision No 22/00075:
[Record of Decision \(kent.gov.uk\)](#)

Decision No 22/00076:
[Record of Decision \(kent.gov.uk\)](#)

11. Report Author

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From: Clair Bell, Cabinet Member for Adult Social Care and Public Health
Richard Smith, Corporate Director Adult Social Care and Health

To: Scrutiny Committee – 6 June 2023

Subject: **Kent Adult Carers' Strategy One Year On**

Classification: Unrestricted

Summary: In June 2022 the co-developed Kent Adult Carers' Strategy 2022 to 2027 which set out the vision and direction for carers support over the next five years in Kent was approved and launched.

This report provides a one-year progress update.

Recommendation(s): Scrutiny Committee is asked to **NOTE** progress of the Kent Adult Carers' Strategy.

1. Introduction

- 1.1 The Kent Adult Carers' Strategy has three central principles (supporting you to be you, providing the best support possible and positive outcomes). It also aims to enable new ways of working to support carers, which keep the person at the heart of everything we do and will help us continuously improve the services we offer. Together, these describe our approach to supporting carers to achieve the outcomes they see as most important.
- 1.2 The Kent Adult Carers' Strategy does not sit on its own, it is closely aligned with the overarching Making a Difference Every Day Strategy for Adult Social Care, 2022 to 2027. Both these strategies provide the platform for Adult Social Care and Health's contribution towards meeting the objectives for Framing Kent's Future. The information in the Kent Adult Carers' Strategy has also been influenced by the 'People at the Heart of Care, White Paper 2021'.

2. One Year Progress

2.1.1 Launch of the Strategy

2.1.2 During the summer of 2022 we undertook community engagement events, visiting communities to share information, advice and guidance for adult social care including our two key strategies.

2.1.3 The Kent Adult Carers' Strategy has also been incorporated into the Kent and Medway Interim Integrated Care Strategy.

2.2 Kent Adult Carers' Strategy Delivery Plan

2.2.1 Throughout the summer of 2022 there were several workshops and engagement events which provided an opportunity to work with carers, people that draw on support, carer organisations and staff to co-develop a delivery plan to support the Kent Adult Carers' Strategy. The delivery plan is attached as Appendix 1

2.3 Kent Carers' Forum

- 2.3.1 One of the key actions identified in the Kent Adult Carers' Strategy Delivery Plan was to create a Kent Carers' Forum, so that carers' voices can be heard and partnership working can be improved. The Kent Carers' Forum will:
- Prioritise the action plan and review the delivery plan with specified timescales
 - Work with carers to ensure adult social care is supporting the outcomes defined in the Kent Adult Carers' Strategy
 - Identify barriers to delivering those outcomes
 - Working with carers to understand how to raise better awareness for others that care in Kent and those that may not identify themselves as an unpaid carer yet
 - Inform social care practice and commissioning of the views of carers on a range of areas including but not limited to development of services for carers and the cared for, Self-directed Support and informing strategy and commissioning intentions.
- 2.3.2 The Kent Carers' Forum meets every six weeks with options to join virtually or in-person. The group is co-chaired by the adult social care Assistant Director, for West Kent and a Carers' Right Campaigner and Kent Carer. The Kent Carers' Forum has 26 members which include carers and carer organisations.
- 2.3.3 The Kent Carers' Forum was promoted to carers at the Dementia Showcase event on 19 May 2023 and will also be promoted at the Kent Care Summit on 21 June 2023.

2.4 Key Moments

2.4.1 The update on progress is aligned to the key moments set out in the Kent Adult Carers’ Strategy and detailed in diagram 1.

Diagram 1: Key Moments from the Kent Adult Carers’ Strategy



2.5 Positive Outcomes

2.5.1 Support workers building good relationships with carers

2.5.2 We have implemented our Future Ways of Working operating model in adult social care which places people at its heart to make sure that adult social care teams and partner organisations work with people that draw on care and support including carers. The model sets out a strong and consistent framework for how we will operate and coordinate care and support to communities in the future.

2.5.3 As part of the model, we now have 24 new adult social care community teams, working at a place-based level to help the people that draw on care and support including carers, to access the right support at the right time. The teams’ boundaries are now more closely aligned with the Health and Care Partnerships.

2.5.4 In June 2022, we launched our Practice Framework which focuses on a relational and strengths-based approach which is consistent across the whole social care workforce.

2.5.5 The new 'arranging support' operating model will go live in June 2023 and will see the creation of three teams: community support, placements, and hospital discharges. Each team will be aligned geographically to four areas of Kent, to support the 24 newly created locality teams that cover West Kent, North Kent, Ashford and Canterbury and South Kent Coast and Thanet. The new way of working will remove silos, improve the pathways for people and carers and reduce handoffs.

2.6 To help carers tell their story once

2.6.1 Information on Kent and Medway Care Record will be accessible to the people we support, our partners and staff. This will support all those involved in a person's care to login, track and update a single view of the care and support plan. The project is due to go-live in June 2023.

2.6.2 Working with carers and carer organisations, we have been exploring and testing a range of self-serve tools. The aim of self-serve tools is to give carers greater choice and control over how and when information and support can be accessed. These help people to access the relevant support for their situation, whoever the provider. We are making it possible to input information for assessments, applications, and requests online, to reduce the reliance on phone or face-to-face contact.

2.7 Personalised Support

2.7.1 The Technology Enhanced Lives Project aims to ensure people can explore technology that is right for them and improves their physical and mental wellbeing, as well as empowering them to manage their home environment more independently. Carers can also draw on technology for support and reassurance, improving their quality of life, and of the person they are caring for. A 'build and test' pilot was set up in 2022 to test solutions and inform the final service. Procurement and award of the contract, along with the mobilisation and migration of existing services will take place in the summer of 2023.

2.8 Supporting you to be you

2.8.1 **User Friendly Carers' Information** - At the start of 2023, adult social care launched the Digital Platform [Kent Connect to Support](#) which is an information, advice and guidance platform. This platform provides accessible information which is user-friendly and connects people and communities to each other, helping them to help themselves and others which will promote independence. The carers' content and pathways have been reviewed and updated for Connect to Support and the information continues to be tested and refined with carers. There are ongoing promotion activities to raise the profile of the Connect to Support Platform, including webinars for partners and promotion through carer networks.

2.8.2 Information for carers on [Kent.gov](https://www.kent.gov) has been reviewed and updated.

2.8.3 On 22 May we launched a community directory of services on the Connect to Support Platform, which will support carers to connect with local support networks.

2.8.4 The council currently commissions Carers Short Breaks Services which provide help through planned and unplanned breaks in the home which are delivered to the person who is 'cared for' for the benefit of the carer.

2.8.5 This Carers Short Breaks Service sits alongside several other commissioned services with the purpose of preventing people's needs from escalating and promoting people's well-being and independence. These services include community well-being, community navigation and adult mental health services.

2.9 National Carers' Week

2.9.1 National Carers' Week runs from 5 to 11 June and this year's theme is recognising carers and ensuring they are "visible, valued and supported". There are a range of activities and events happening across Kent during National Carers' Week, details of which can be found in Appendix 2.

2.9.2 Members of the Kent Carers' Forum have been contributing towards the promotion of this. A press release is planned which will include information about activities, events and support groups being delivered by our commissioned carer support providers. This is a key opportunity to grow the membership of the forum itself and raise awareness of the Kent Adult Carers' Strategy.

3. Equality Implications

3.1 As part of the development of the Kent Adult Carers' Strategy an Equality Impact Assessment was developed. This is a live document and continues to be updated.

4. Conclusions

4.1 The Kent Adult Carers' Strategy 2022 to 2027 sets out the vision and direction for carers' support over the next five years in Kent and its delivery plan is being implemented.

4.2 The Kent Carers' Forum will play a key role in driving progress against the delivery plan. The forum will ensure that carers work with us in designing, delivering and monitoring the activities set out in the delivery plan. The Kent Carers' Forum provides a good network to share information and ensure proactive partnership working.

4.3 Progress will be measured against the high-level outcomes described in the Kent Adult Carers' Strategy.

5. Recommendations

5.1 Recommendation: Scrutiny Committee is asked to **NOTE** progress of the Kent Adult Carers' Strategy.

6. Background Documents

Kent Adult Carers' Strategy 2022 – 2027:

<https://www.kent.gov.uk/about-the-council/strategies-and-policies/adult-social-care-policies/kent-adult-carers-strategy>

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Work Programme - Scrutiny Committee May 2023**Items identified for upcoming meetings**

Review of JTBs - TBC

1 year on – Framing Kent's Future TBC

19 July 2023	
Item	Item background
Scrutiny Committee meeting as Crime and Disorder Committee	Statutory requirement
Budget Monitoring Year End	Requested by Chairman and Spokespeople
Safety Valve Monitoring	Requested by Chairman and Spokespeople – Format TBC

13 September 2023	
Item	Item background

December 2023 - Budget monitoring report**January 2024 – Draft Budget 2024/2025 and MTFP****March 2024 – Review of SEND Sub-Committee – Annual Report****June 2024 – Budget monitoring year end****June 2024 – Scrutiny Committee meeting as Crime and Disorder Committee**

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