

## Bold Steps For Kent Medium Term Plan 2014-15 Extracts

Quote	Reference
..... leading the personalisation agenda in social care and developing a single front line access to Kent public services through Gateways.	<i>Foreword – Pg 1</i>
We will expand the Kent Gateway programme, which provides a single point of access to the full range of public services in a single location, so that the Gateway approach is adopted by all our public facing facilities, and develop a single Gateway website and telephone number.	<i>Exec. Sum – Pg 8</i>
KCC has been at the heart of the personalisation agenda, particularly in adult social care, over the last ten years and we will continue to drive this agenda across all our services. Our aim is for residents to increasingly be able to choose how they access services. To this end we will expand the use of the Visa enabled Kent Card preloaded with an individuals' personal budget or cash alternative to KCC service delivery.	<i>Pg 8</i>
We will continue to develop early intervention to help and support vulnerable families and save money over the long term, through targeted outreach from our Children's Centres and by better Co-ordinating the support that public agencies including the Police, social workers, housing and health services, provide – ensuring that public services speak with "one voice" and remove the need for families to undergo different assessments from different agencies.	<i>Pg 9</i>
Through the Joint Strategic Needs Assessment we will identify where health and social services can better integrate to deliver a more responsive service, reduce duplication and deliver greater value for money for both KCC and the NHS, e.g. through a single assessment model or through joint commissioning of services. We will jointly work with GP consortia to develop the most appropriate model that best fits the needs of Kent. We will also work with the emerging Community Health Service Trusts to identify opportunities where delivery of health service and social services can be better integrated or rationalised to improve services and be delivered more cost effectively, including opening up opportunities for new service providers to enter the market.	<i>Pg 28</i>
The Kent public service Gateway(s) have been hugely popular with residents, creating a single point of access to a wide range of public services in convenient town centre locations. This model will be rolled out further to extend coverage, but will also include the development of a single Gateway website and single Gateway telephone number, so residents can access services they wish. Our aim will be to make all KCC services accessible online, so residents can use them at a time and place to suit them. Such services include applying for school places, social care support, transport to schools and college and other payments of fees and charges. This will include moving towards online self assessment for KCC services.	<i>Pg 31</i>
The Gateway concept has been hugely successful. However, KCC has a significant number of public facing facilities in local communities, in particular libraries, used by many residents on frequent basis which can also be in a position to offer similar 'gateway' approach solutions, providing the full range of access, information and guidance around services provided by the dedicated Gateway offices. We want the	<i>Pg 31</i>

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<p>gateway approach to be embedded across the range of KCC front facing facilities so whichever door the customer walks through; it is always a gateway to KCC being able to help them meet their needs.</p>	
<p>Too much time and money is spent on different services duplicating basic assessment processes. This duplication increases costs, adds delay to decision making and frustrates those seeking our help. We will move to a single initial assessment model that will enable customers to understand quickly their entitlement, can signpost them to further advice and guidance, and speed up access to specialist assessment if required. We will also simplify and rationalise assessment processes shared and linked to other public bodies to reduce delay and provide a more integrated and seamless service.</p> <p>We want to support vulnerable families across Kent, enabling parents to better access joined up services including community midwives, health visitors and provision of basic skills training that will help them gain employment.</p> <p>Our focus will be on better coordinating the support of the public agencies including the Police, social workers, housing and health services to support vulnerable families in Kent. This ensures that the agencies speak with “one voice” and will remove the need for families to undergo different assessments from different agencies. Targeted early intervention for vulnerable parents also helps to provide them with the skills to look after their children and will save significant public expenditure by reducing or removing the need to intervene later on.</p>	Pg 39
<p>We will move to integrated initial assessment framework across all services for individuals and families sat behind a single front line (the multi channel Gateway programme physical, web, telephone access) which solves the majority of customer issues at the first point of contact. Our services will be reengineered to deliver these savings as quickly as possible.</p>	Pg 43