

By: Graham Gibbens, Cabinet Member for Adult Social Care and Public Health  
Malcolm Newsam – Interim Corporate Director, Families and Social Care

To: Adult Social Care and Public Health Policy Overview & Scrutiny Committee – 20 September 2011

Subject: **FAMILIES AND SOCIAL CARE – ADULT SOCIAL SERVICES PUBLIC INVOLVEMENT AND CONSULTATIONS REPORT**

Classification: Unrestricted

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Summary: This annual report provides summary information to Members on Consultation and Public Involvement activities that took place across the Directorate during 2010/11 to involve and engage with people who either use services or have an interest in our business.

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## Introduction

1. (1) Public involvement is a continuous process within Adult Social Services, providing people with real opportunities to shape and influence existing and future services. In the current climate, it is particularly important for people to engage in activity that delivers better outcomes for those that use services, while at the same time ensuring that services are both efficient and effective at meeting individual need.

(2) Involving people should be a matter of everyday business, utilising a range of methods and approaches that ensure the process is fully inclusive and brings about demonstrable change that improve peoples' individual outcomes. Effective involvement identifies needs and priorities, formulates agreed actions, which are monitored and evaluated.

(3) This report is presented to Members annually to provide information on the consultations that were undertaken during the past 12 months. The report also provides Members with an update on key areas within the public involvement arena which aim to ensure this work is embedded within the directorate.

## National Policy Context

2. (1) The government has continued to promote active citizenship and community involvement as part of its "Big Society" vision and this is reflected in The Localism Bill, which is scheduled to receive royal ascent in October 2011 with its first provisions coming into force in April 2012. The Bill aims to empower communities and encourage people to actively participate in their local community.

(2) The Local Government and Public Involvement in Health Act 2007 places a duty on Local Authorities to involve local people. As a result, all local authorities have to comply with the new statutory duty to 'inform, consult and involve' people if there are plans to make changes to any services.<sup>1</sup>

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<sup>1</sup> Section 138 of the Local Government and Public Involvement in Health Act

(3) The government's White Paper 'Putting People First' continues to be key driver for Adult Social Services, placing the individual at the heart of service design, giving people greater influence in the decision making process. In addition, the Government's Vision for Adult Social Care, Capable Communities and Active Citizens and its White Paper, Equity and Excellence: Liberating the NHS, maintain the drive towards the personalisation of public services in health and social care. To achieve this ambition, it is vital that partners work together with individuals, their families and carers and the wider community to deliver efficient, effective and integrated services that reduce the need for acute health and care support.

### **Local Context**

3. (1) Active Lives Now, the vision for social services in Kent, re-enforces the commitment to ensuring people are meaningfully involved in the design and delivery of services. An action plan has been developed detailing how the vision will be implemented and this is reviewed on a regular basis to ensure its targets are met.

(2) The directorate is committed to providing people with opportunities to engage with its business to ensure that peoples' experiences and views are used to inform service design, improvement and development. There are a number of methods adopted to make this a reality and the directorate is particularly aware that a "one size fits all" approach is ineffective when it comes to involvement. The methods adopted include:

- Forums – older peoples'; disability; deaf; carers; mental health;
- Service user groups – county wide user groups; Learning Disability Partnership Groups
- Policy Development – 'User Involvement in Recruitment'; Active Lives Now
- Recruitment – service users/carers are involved in recruitment process for staff
- Training – service users and carers deliver training
- Lessons learned from complaints are fed into service development and commissioning processes
- Strategy development – Later Life; Public Involvement
- Co-production – Dover Community; Dementia services

### **Consultations**

4. (1) One method of involving people to receive direct feedback is via consultation. Annexed as Appendix 1 is a summary of the consultations and their respective outcomes undertaken during 2010/11. Some of these consultations were included in last year's report, as the outcomes were available at the time of writing that report. They are not therefore replicated in this report.

### **Public Involvement initiatives within Adult Social Services**

5. (1) To enable feedback to be proactively used as part of the decision making processes during the planning, commissioning and delivery of services, it is important the public are involved at the outset. Some of the initiatives developed within the directorate are set out below.

## **County and Area Involvement Groups**

(2) Agreement to the formation of a County group and two Area groups was ratified by the Directorate Management Team in November 2009. Subsequent development work resulted involved identifying a steering group followed by the formation of the County group membership and the first meeting of the group took place in May 2010. Further work was undertaken on establishing the Area groups and the first meetings of these two groups took place in early 2011. The groups consist of service users, carers and members of the public and have a forward plan of meetings and topics for discussion, which is annexed as Appendix 2. The meetings are planned bi-monthly with the Area groups meeting first in order that items of interest can be passed onto the County group. This group will decide those issues that should be presented to DMT for further discussion and possible action.

(3) The Local Involvement Network facilitates at all the Group meetings and assists the public members to:

- Focus on the role of the Group
- Review the aims and objectives of both the County and Area Groups
- Monitoring the groups' progress, particularly on two-way information sharing
- Increase membership to all groups

## **Service user and carer involvement in recruitment and selection**

(4) This policy is well established and people are involved in a variety of ways when recruiting staff, including shortlisting candidates, separate workshop or formal interview panel. Information packs have been developed to assist people involved in the process and cover areas such as, confidentiality and equalities. Questionnaires are also circulated to all individuals involved in the process as part of the continuous review and development of the initiative.

## **Strategy**

(5) The Public Involvement Strategy was reviewed during late 2009/early 2010 and in excess of 25 groups contributed to the consultation. A draft of the revised strategy was reviewed by the public before being presented to and ratified by DMT in September 2010.

(6) The recent formation of the Communications and Engagement division within the council mean that it is likely that the corporate strategy will be revised. It is envisaged that the social services strategy will be used to inform any revision document.

## **Staff training**

(7) Training has been an ongoing priority during the year and all teams across the county have now received customer care training, which incorporates information and awareness of public involvement and the sharing of best practice.

(8) Service users and carers continue to deliver training to staff via: a) TREND (Training Enables Never Disables), including Approved Social Worker training and the Induction Day; b) The SUCSES project which involves mental health service users in the design and delivery of mental health training for staff.

## **Out and About project and Safeguarding Week**

(9) The Out and About project was established as a mechanism for raising awareness of the services available from Adult Social Services. During Safeguarding Week – 13 to 17 June, various events took place across the county to raise awareness of adult abuse. The events were located in areas where there is high public footfall and combined working with partners from the police, fire and rescue, community wardens and the Local Involvement Network.

## **Future developments/initiatives**

### **Local Involvement Networks (LINKs)**

6. (1) The Local Involvement Network was introduced to provide the public with “a stronger local voice in the development of health and social care services”. Under Central Government changes, the LINK will be replaced by HealthWatch, which will continue the work of the existing organisation, but will also provide information/signposting and advocacy for health complaints. HealthWatch will build on the existing LINK work, to provide even more robust and credible expertise to empower the public to have greater influence on decision making with health and social care commissioners. (LINKs have influence, HealthWatch will be part of decision making). Local Authority’s will be held accountable for HealthWatch ensuring it operates effectively and provides value for money.

(2) A steering group has been established to ensure that the new organisation is in place from October 2012. Kent has been accepted as a Pathfinder site and work is currently underway with partners to ensure a smooth transition into the new organisation.

## **Roles and Relationships**

(3) Roles and Relationship for the public was reintroduced following a Directorate Management Team decision in late 2009. Two events were held in the year – July 2010 and March 2011. The events aim to provide the public with access to the Managing Director and key DMT members, to provide updates on current and future developments in social care and also enable people to have direct access to “decision makers”. The events focused on specific topics and participants were asked to provide topics in advance so that responses could be provided on the day as it is important that people feel that are actively involved in the process and consequently benefit from the discussions.

## **Corporate Consultation Directory**

(4) All consultations undertaken within KCC are now logged on the Consultation Directory. This provides the public with opportunities to view the results of consultations, which will provide timely and relevant feedback, avoiding criticism previously levied that those consulted rarely receive feedback on the outcome

(5) People will also be able to register their interest in specific subject areas and will receive notification of those consultations, in advance, enabling them to participate.

## Other items of interest

(6) The Communication and Engagement division, formed as part of the current restructure within KCC, pools together staff expertise across all directorates of the council, into one unit. From September 2011, any work involving either of these two strands of work will require the completion of a Project Request Form before the work is allocated according to the skills and knowledge required. The division will also be a repository of existing involvement/engagement knowledge and will aim to streamline processes, ensure the work across the council is more joined up and that best use is made of existing intelligence, therefore avoiding consultation on issues where the council already holds the relevant information.

## Conclusion

7. (1) During 2010/11 a range of involvement activity has taken place. The directorate continues to provide various opportunities for people to be involved/engaged with its business to ensure that better outcomes are achieved for those who use services. Work will continue across the council to enable people to influence service development and commissioning decisions.

## Recommendations

8. Members of the Adult Social Care and Public Health Policy Overview and Scrutiny Committee are asked to **NOTE** and **COMMENT** on the contents of this report

*Background documents:* None

Lynda Longhurst  
Policy Manager – Public Involvement and Customer Care  
01622 4875 (7000 4875)  
[lynda.longhurst@kent.gov.uk](mailto:lynda.longhurst@kent.gov.uk)

Name	Brief Summary	Outcomes
Putting People First User Experience Survey	DoH User Experience Survey	The findings from the survey will be available in December 2011. (The consultation took place between February and May 2011) The Putting People First User Experience Survey Pilot that was due to take place between April/May and August/September did not go ahead because of the logistics in capturing those who lack capacity. New guidelines were suggested to the Information Centre on this issue.
Carers Survey 2010	DoH Carers Survey	The survey has been delayed as new carers performance indicators are to be released and Kent may pilot the national survey.
Communication Strategy	Development of new strategy	No formal consultation was required, as this was an internal staff document.
Public Involvement Strategy Review	Consult on the review of the strategy	Presentations were made to over 25 diverse groups across Kent. The feedback from the consultation were used to inform the revised strategy, which was approved in September 2010.
Swale "New Community"	Input from gypsies and travellers on the design of a new site	Travellers who attended a meeting in January 2010 were asked to give feedback on what design and facilities they would like to see on the new site. They had models to work with, and gave helpful feedback on the layout of pitches and caravans, together with the facilities they would like.

## Kent wide

Name	Brief Summary	Outcomes
Community Equipment	DoH survey of people in receipt of community equipment	The final data for the Equipment Survey was submitted to the Department of Health on 31 May 2010. The information centre for health and social care produced the data for the final report which was published in December 2010. The Kent results are available at: <a href="http://www.ic.nhs.uk/webfiles/publications/009_Social_Care/pssadultseq_uip0910/Personal_Social_Services_Survey_Equipment_AnnexTables_2_00910.xls">http://www.ic.nhs.uk/webfiles/publications/009_Social_Care/pssadultseq_uip0910/Personal_Social_Services_Survey_Equipment_AnnexTables_2_00910.xls</a>
Kent Supported Employment Service User Questionnaire	Feedback on current employment programs and information to improve service	The questionnaire was for service users accessing the DWP (Department of Work and Pensions) Work Step and Work Prep contracts, not Social Services clients. Kent Supported Employment were not awarded the contract that replaced the above and which ended in October 2010. Kent Supported Employment will be part of the new DWP programme from June 2012, therefore new questionnaires will be sent out at the end of 2011.

Name	Brief Summary	Outcomes
Older Persons Modernisation	Modernising services is part of the ongoing programme to promote independence, choice	<p>In June 2010, KCC entered into a 19 week consultation period on the future of its 11 residential care homes.</p> <p>The Proposals reflected older peoples increasing needs and aspirations for services in later life, the environmental standards in which buildings are required to comply with the facilities on offer and the need to seek value for money in services which are substantially more costly than the independent sector. Consultation took place with a wide range of stakeholders including service users, carers/representatives, staff, unions, Members, District Council, Health colleagues, Voluntary Organisations, including Age Concern, Help the Aged, Alzheimer's Society, Stroke Association, Disability Information Services, Citizens Rights for Older People (CROP).</p> <p>Having considered the recommendations and responses to the proposals, decisions on each unit have been taken. These were taken in January 2011 by the Cabinet Member.</p> <p>It was subject to Scrutiny and staff and residents were written to informing them of the outcome following this. Subsequent meetings were held with staff. Dedicated staff have been employed to work with the individuals affected and their families to secure alternative accommodation that meets their up to date needs.</p> <p>The decisions were:</p> <ul style="list-style-type: none"> <li>• The Limes at Dartford, Sampson Court at Deal and Ladesfield at Whitstable will close, with services being provided by private and voluntary sector organisations. This includes residential, respite and day care services.</li> <li>• Wayfarers at Sandwich will be sold as a going concern.</li> <li>• Services provided at Blackburn Lodge at Sheerness, Doubleday Lodge at Sittingbourne and Kiln Court at Faversham will be run through a partnership arrangement with an independent sector provider. This will lead to more and modernised services being provided across Swale.</li> <li>• Bowles Lodge at Hawkhurst, Cornfields at Dover and Manorbrooke at Dartford will be closed and the sites will be used for extra care housing schemes, built in partnership with district councils. The three new schemes will be part of a county-wide scheme bringing 300 new homes in a £70million investment through a private finance initiative.</li> <li>• The Dorothy Lucy Centre at Maidstone will be kept as it is for future consideration.</li> </ul> <p>Further details are available at: <a href="http://www.kent.gov.uk/adult_social_services/get_involved_and_have_your_say/surveys_and_consultations/older_peoples_futures.aspx">http://www.kent.gov.uk/adult_social_services/get_involved_and_have_your_say/surveys_and_consultations/older_peoples_futures.aspx</a></p>

## East Kent

Name	Brief Summary	Outcomes
Views on day care services	Views sought on Residential and Nursing Homes services	<p>A "Mystery Shopping" exercise was carried out with Kent LINK and East Kent Senior Citizen forums between Sept 2010 and June 2011.</p> <ul style="list-style-type: none"> <li>• Telephone calls from members of the forum were used to assess general customer care</li> <li>• Visits to a 20% sample of homes by Kent LINK's authorised visitors.</li> </ul> <p>The results are being collated and will provide baseline information for contracting departments quality assurance processed.</p>

## West Kent

Name	Brief Summary	Outcomes
Maidstone Day Services	Modernising services is part of the ongoing programme to promote independence, choice and employment opportunities	<p>Since January 2010, staff within the learning disabilities team in West Kent have been talking to people about the future of Maidstone Day Services.</p> <p>Overall people said they would prefer to see time and resources put in to community buildings/activities and not at Boughton Mount. People also said they preferred being in more central locations, as Boughton Mount was difficult to get to and at times made getting to events in the community hard.</p> <p>Most people who use the Service said that they prefer community based activities, with many saying that they did not like the location and condition of Boughton Mount. The consultation has shown that it is possible to have the same level of day service without the main Boughton Mount building and that there are real benefits to community based services.</p> <p>The Cabinet Member for Adult Social Services agreed that Maidstone Day Service should continue to be provided in the community and move away from the Boughton Mount site completely. This means that the Boughton Mount site will be closed and sold, with the money received being put back into services for people with learning disabilities.</p>

## Learning Disability

Name	Brief Summary	Outcomes
Tendering Projects Across Kent	To gain user views to feed into the tendering process	The service users with a learning disability were asked to form an interview panel and develop a series of questions to ask a provider organisation that tendered for a service. The panel and questions were very useful for both parties involved. The information was used in the decision making process. The answers to the questions in the interview process were marked against a scoring mechanism of the tender process. The Project Manager informed the service user's that took part with a face to face meeting.
Kent Partnership Board Review	To inform the development of the Boards and associated groups	<p>People who are involved in the Partnership Board, District Groups and Delivery Groups were consulted. More than 30 meetings were held which included over 140 people. About 50 of these people were people with a learning disability and there were 3 big meetings with people from the District groups. A lot of suggestions were made on how to improve the Board and Groups and how they should work together. Some of the feedback included:</p> <ul style="list-style-type: none"> <li>-The District Groups are trying to do too many things</li> <li>- The District Groups are doing different things and are not clear about what they should be doing</li> <li>-The District Groups are not clear about who should organise the meeting or who should attend.</li> </ul> <p>All of the information gathered was used to create several recommendations on how the Board and District groups should look like in the future. These can be found in the report from the NDTI (National Development Team for Inclusion). The report was presented to and agreed by the Kent Learning Disability Partnership Board in July 2010.</p>
Housing Action Plan	To look at future housing needs in Kent	Six of the 12 surveys have been completed with the remaining six in the process of being completed. Feedback will be available once all the surveys have been completed and analysed.
Complex Needs Research Project	Information about services for people with severe and profound learning disabilities	The feedback was completed in May 2011 and is due to be reported on during late 2011.

Name	Brief Summary	Outcomes
Good Day Programme	Modernising services is part of the ongoing programme to promote independence, choice and employment opportunities	<p>The purpose of the Good Day Programme consultations is to consult on proposals for a new service mode, moving away from traditional large congregate and segregate building based services.</p> <p>The new service model proposed to make available a selection of inclusive community based services and opportunities that reflect people's needs, choices and aspirations. This will be achieved by working in partnership with: external private and voluntary service providers, social enterprises, sport and leisure providers, education and training providers, supported employment</p> <p>The model for future services will be based on personalisation, with everyone having choice and control over the shape of their support through the use of direct payments and personal budgets. This person centred approach will uphold the principles and standards of the Good Day Programme.</p> <p>The vision is that people with a learning disability will:</p> <ul style="list-style-type: none"> <li>• Choose what they do during days, evenings and weekends</li> <li>• Have the right support</li> <li>• Be equal citizens in their community</li> <li>• Have opportunities to lead a full and meaningful life</li> </ul> <p>This will be achieved using five key principles:</p> <ul style="list-style-type: none"> <li>• Person Centred Planning</li> <li>• Making Sure It Happens</li> <li>• Being part of the local community</li> <li>• Working together in partnerships</li> <li>• Using what we have well (resources – continuing to meet assessed needs within financial boundaries)</li> </ul> <p>Standards to ensure people with a learning disability have better days, evening and weekends will include:-</p> <ul style="list-style-type: none"> <li>• Good Information, Advice and Guidance</li> <li>• Choice – through self directed support, direct payments / individual budgets</li> <li>• Flexible Support</li> <li>• Transport</li> <li>• Sport and Leisure</li> <li>• Community</li> <li>• Self Run Services</li> <li>• Work</li> <li>• Education and Training</li> </ul> <p>New service models were signed off for Ashford and Canterbury in 2010 and both districts are now in the final implementation stages. The principles are the same as Maidstone (see West Kent) with a variety of inclusive community based opportunities in place. The procedure for Consultation on the Modernisation, Variation or Closure of Services and Establishments provided and managed by Adult Social services is used as the process for consultation.</p>

## Directorate Involvement Groups Meeting Timetable 2011 /12

<b>Date</b>	<b>Time</b>	<b>Address</b>	<b>Topic</b>
<b>West Kent</b> 8 March 2011	10.30 -12.30	Maidstone Community Support Centre	The Health and Wellbeing Board
<b>East Kent</b> 11 March 2011	2pm - 4pm	The Thanington Neighbourhood Resource Centre - Canterbury	Discharge from Hospital
<b>County</b> 14 April 2011	10.30 -12.30	The Library Oakwood House Maidstone	Integrated working – Health and Social Care
<b>West Kent</b> 10 May 2011	10.30 -12.30	Maidstone Community Support Centre	Making contact with isolated people
<b>East Kent</b> 12 May 2011	10.30 -12.30	Marlow Innovation Centre Ramsgate	Personal Budgets
<b>County</b> 9 June 2011	10.30 -12.30	The Library Oakwood House Maidstone	Charging Consultation
<b>West Kent</b> 12 July 2011	10.30 -12.30	Maidstone Community Support Centre	Direct payments
<b>East Kent</b> 14 July 2011	10.30 -12.30	Herne Bay	Monitoring of Personal Care
<b>County</b> 11 August 2011	10.30 -12.30	The Library Oakwood House Maidstone	
<b>West Kent</b> 6 September 2011	10.30 -12.30	Maidstone Community Support Centre	Respite and Residential respite care
<b>East Kent</b> 8 September 2011	10.30 -12.30	Swale CVS Sittingbourne	Advocacy
<b>County</b> 13 October 2011	10.30 -12.30	The Library Oakwood House Maidstone	
<b>West Kent</b> 8 November 2011	10.30 -12.30	Maidstone Community Support Centre	Help for people who wish to live at home
<b>East Kent</b> 10 November 2011	10.30 -12.30	Hersden Community Centre Canterbury	KCC Communication Channels
<b>County</b> 8 December 2011	10.30 -12.30	The Library Oakwood House Maidstone	
<b>West Kent</b> 10 January 2012	10.30 -12.30	Maidstone Community Support Centre	Staying Safe – working with Borough Councils
<b>East Kent</b> 12 January 2012	10.30 -12.30	Shearway Business Park Folkestone	Carers Assessment