

By: Oliver Mills: Managing Director, Kent Adult Social Services

To: Adult Social Services Policy Overview Committee –
16 November 2007

Subject: **KENT ADULT SOCIAL SERVICES – PUBLIC INVOLVEMENT
REPORT**

Classification: Unrestricted

Summary: The purpose of this report is to provide information to Members on current and future developments in Public Involvement across the Directorate and to inform Members of the consultations undertaken during 2006/07 as well as those planned for 2007/08.

Background and Context

1. (1) This purpose of this report is to provide information on the major aspects of public involvement within Adult Social Services over the last 12 months, as well as highlighting key developments relating to current and future work and describe how involvement will be embedded and widened within our services.

(2) Active Lives is one of the main drivers for developing public involvement in the Directorate and states that “We will ensure that people shape service developments and are a critical part of service monitoring”. This means that people will be involved in the initial planning stages of future service developments and will therefore have a real influence in the process. Active Lives itself was reviewed and updated during the period 2006/07. The consultation process involved a number of methods for obtaining feedback, including: a survey, organised events across the county and for different client groups and an editorial board of service users and carers involved in the production of the final version of the document.

(3) Another key driver is the government’s White Paper, “Our health, our care, our say”. One element of this vision is to give people more choice and a louder voice. This will have a direct impact on future service design and delivery and will provide service users and carers with an opportunity not only to self assess their needs, but more significantly, to have a real choice in how those identified needs are met.

(4) A key theme of the “Stronger and Prosperous Communities” White Paper is the need to reshape public services around the citizens and communities that use them with the aim “...to create a system where people are empowered to be active partners in their health and social care”. In real terms this means that people should be consulted, involved and encouraged to voice their opinion on the types of services they would like.

(5) It is quite clear that the government is determined to give people every opportunity to have their say on public services and, across the Directorate, there are a variety of ways in which this is being achieved. Examples include OT user groups, Thanet and Dover Senior Citizens Forums, Learning Disability Partnership Groups and meetings with service users, carers and the public (who are potential users of services in the future).

Areas and individual teams are also proactive in engaging with current service users and people who may be future users of our services.

Consultations

2. (1) One aspect of public involvement is consultation and attached to this report as Appendix 1, is a schedule detailing the consultations undertaken during 2006/07, together with some of those proposed for 2007/08. In 2006 it was agreed that all Kent Adult Social Services consultation, evaluation and research would go through Research Governance prior to commencement. The Supporting People team also undertook a major consultation during the period, which is reported elsewhere on this agenda.

(2) A major consultation currently underway involves the development of an Older Peoples Strategy. Consultation events have taken place during Summer 2007 with further events taking place in the Autumn. The outcome of these events will inform the development of the Strategy.

(3) A series of specific service development consultations aimed at modernising services and ensuring that services are fit for the future have taken place and are ongoing. Examples include; Horizons Day Opportunities Service, part of the Adult Services Provider Unit; Canterbury Day Opportunities Service; Queen Elizabeth Foundation.

Current Involvement Activity within Kent Adult Social Services

3. (1) Engaging with people enables the Directorate to develop improved services that are more responsive to the needs of those people using them which, in turn, leads to better outcomes for the individuals concerned. This places the focus on planning and commissioning where the decisions made will reflect people's feedback and input.

(2) The Directorate Involvement Group (DIG) is a sub group of SMT and has Directorate wide representation together with health representatives from the two PCTs. The group exists to ensure the highest possible standards of public involvement within the Directorate and to drive improved performance in all Kent Adult Social Services activities. It has an agreed workplan that is reflected in this report.

Database

(3) The benefit of having a single source to log all involvement activity was recognised some time ago. Having a database that would evidence activity and show its impact was seen as a major step forward in developing the involvement agenda. The development of the public involvement database encountered several teething problems before the final version of the database was released in May 2007. Area and HQ staff are now able to view details of logged involvement activity. Its purpose is to enable staff to not only share good practice but also to link with colleagues with similar experience/interests. The database is also accessible to the public via the public involvement website. It is envisaged that this will encourage people to become further involved in projects across the Directorate.

(4) Quarterly reports will be produced detailing involvement activity; this will enable gaps to be identified and acted upon.

Recruitment and selection

(5) The policy on service user and carer involvement in recruitment was approved in November 2005, having been drafted in conjunction with service users and staff who had been involved in recruitment processes. Since that time it has been rolled out across the county and there has been a significant increase in the number of teams who have involved users and carers in their recruitment processes. Examples include, people being involved on formal interview panels, preparing questions for candidates, shortlisting candidates and taking part in separate workshops where candidates deliver a presentation and service users ask questions and provide feedback for the recruiting manager.

(6) This is a major development within the Directorate and although some staff had initial reservations about adopting the policy, on the whole it has received a positive reception. To assist staff further with this initiative, draft protocols have been developed and should be available to all staff by the end of the year.

(7) One other element that staff have questioned is the requirement for service users and carers involved in the process to undergo training. Many service users and carers that have been involved in the process to date do not wish to undergo formal training. Therefore, without stifling the uniqueness that service users and carers bring to the process, the Directorate is currently working with the Personnel Department to produce guidance on issues such as equal opportunities, diversity and equalities, rather than the process itself. These information sheets are being piloted at present and are likely to be finalised by the end of the year.

(8) One set of service users with learning disabilities have produced a DVD describing their involvement with the Directorate with the aim of helping and encouraging others to become involved.

Staff training

(9) Two workshops were held in September 2007 for staff, with the dual aim of updating them on current public involvement initiatives, together with continuing to progress the public involvement agenda by developing team action plans. Public involvement responsibilities and associated actions will also be detailed in individuals' Personal Action Plans. It is also proposed that AMT's will be responsible for monitoring progress of the plans and in turn this will be reported to DIG.

(10) Service users attended each workshop to deliver presentations on work they had been involved with. This gave a really powerful message to the audience and gave an insight into the impact involvement can have on people.

Strategy

(11) The public involvement strategy is due to be reviewed to take account of what has been achieved so far and build on this as a means of developing the involvement agenda. At the most recent meeting of DIG the consensus was that KCC should have an overarching strategy with each directorate developing its own framework/implementation plan. With the forthcoming introduction of Local Involvement Networks (see section 4 below), it is an opportune time to consider this approach. A workplan for the process of engaging with service users and carers on the Directorate's strategy has been drafted, but is currently on hold pending the outcome of the corporate discussions.

Core standards

(12) These build on the 'Active Lives' commitments and are the minimum standards that people can reasonably expect when using our services. They were developed by a group of service users, carers and staff. These standards are also due for review in the current year. It was anticipated that the review would take place in conjunction with the above strategy. It is now more likely, however, that the review will be carried out separately in order to benefit from the value identified in paragraph 9 above.

Roles and relationships for service users and carers

(13) On a similar basis to Roles and Relationships for staff, this concept was aimed at providing service users and carers with the opportunity of meeting the Cabinet Member and/or the Managing Director. The aim being to inform service users and carers of developments within the Directorate, as well as giving a platform for service users and carers to feedback their comments, concerns and aspirations for the Adult Social Services.

(14) Two events have been held to date with good attendance at each of them. However, as part of the evaluation process, service users and carers were asked if the current format was beneficial to them. Following their feedback, it has been decided that rather than inviting a group of service users and carers to one-off events, it would be more productive if the Cabinet Member/and or the Managing Director attended local groups to join in their meetings on an ad-hoc basis. Feedback from these meetings would then be directed to the most appropriate officer to take forward any identified issues.

Newsletter

(15) A quarterly newsletter is circulated internally and externally with the aim of promoting public involvement by providing updates on current news and forthcoming events. In the three years since the launch of the first newsletter, distribution has increased significantly and the publication is warmly received. Contributions are received from staff and many of the articles have a degree of service user input. Comments and suggestions from service users, carers and the public are particularly welcomed.

Working with health

(16) As mentioned previously, health colleagues attend the DIG meetings which are held bi-monthly. The action plan agreed by the group will also include health input. The intention being for KASS and health colleagues to work in a more joined up way on common areas of public involvement development. To assist with this objective, a meeting was convened in August 2007 to enable health and social care colleagues to share both their current and future work. Ultimately, it is envisaged that policies will be shared and there will be more consistency and interaction on public involvement issues.

Future Developments

Local Involvement Networks (LINKs)

4. (1) The Department of Health issued “A stronger local voice: A framework for creating a stronger local voice in the development of health and social care services” in July 2006 for information and comment. Within the framework, it was acknowledged that the current systems for involving and engaging with patients and citizens would have to be strengthened and improved.

(2) The role of a LINK is:-

- promoting and supporting the involvement of people in the commissioning, provision and scrutiny of local care services;
- obtaining the views of people about their needs for and their experiences of local care services;
- enabling people to monitor and review the commissioning and provision of local care services;
- conveying peoples' views to organisations responsible for commissioning, providing, managing and scrutinising local care services; and
- recommending how care services can be improved.

(3) A LINK will comprise of an inclusive membership of user groups, local voluntary and community sector organisations and interested individuals, but involvement does not require membership. It will need to be diverse and be representative of all sections of the local populations. LINKs will need to have clear governance structures, which are accountable to its membership and the wider community.

(4) LINKs will have specific powers to enable them to influence the improvement of local services by:-

- entering specified types of premises and viewing the services provided;
- requesting information and receiving a response within a specified timescale;
- preparing reports and recommendations and receiving a response within the specified timescale; and
- referring matters to an Overview and Scrutiny Committee and receiving a response.

(5) There have been several LINKs early adopter projects. The purpose of these is to provide information, advice and guidance to LINKs and organisations responsible for establishing, supporting and working alongside them on how to maximise the effectiveness of LINKs and build relationships within them.

(6) In August 2007 the Department of Health (DoH) issued, “Getting ready for LINKs – Planning your Local Involvement Network “. This has been published as best practice guidance and summarises the DoH’s policy expectations to date. It also suggests some development approaches, a range of governance options, some ideas about possible relationships between LINKs and other strategic partnerships, observations on the relationships between the LINK, its Host Organisation and the commissioning Local Authority, issues of accountability and performance management and concludes with an action list.

(7) “Getting Ready for LINKs – Contracting a host organisation” was also issued in August. This too has been published as best practice guidance. It outlines what the DoH anticipates should be covered in a local authority’s service specification for the provision of a Host Organisation and its proposed tender requirements. This document indicates the funding arrangements will be in the form of a Specific Grant paid to local authorities. The precise details of which have yet to be confirmed, but early indications are that Kent would be allocated an amount in the region of £450k per annum.

(8) The corporate lead is Martyn Ayre, Chief Executive’s Department and Pat Huntingford - Director of Policy, Performance and Quality Assurance - is the lead for KASS. A steering group has been established, chaired by Graham Gibbens, Cabinet Member for Public Health. It comprises cross party representation and a non-executive director from each PCT. On a day to day basis, implementation will be managed through a project team comprising senior officers from KASS, CFE, Chief Executive’s and Democratic & Legal Services, as well as the PCTs Directors of Civic Engagement.

(9) The Local Government and Public Involvement in Health Bill 2007 introduces a number of measures to update the system for involvement in health and social care. In addition to LINKs, it introduces a new duty on local authorities to inform, involve and consult local people in service design and delivery. The Bill is focussed on promoting a local voice that is strong and effective and encourages local authorities to listen and respond to people using services by commissioning accordingly. The information gathered from complaints plays a key role in this process. The Bill is currently going through Parliament and is expected to be given Royal Assent in November.

Payment policy and implications

(10) In line with the government initiative “Reward and Recognition”, it is important for the Directorate to consider its responsibility towards reimbursing service users and carers for their time where they are involved in specific areas of work, such as drafting policies and recruitment of staff. The current policy specifies the reimbursement of out of pocket expenses, including replacement carer costs. The Department of Health considers it to be good practice to extend this further.

(11) A policy for this had been drafted and, following consideration from DIG members, it has been decided to look at alternative ways of recognising and rewarding the contribution made by service users and carers to the Directorate’s business. A policy aimed at paying people for their time would have significant implications on tax and benefits and could potentially impact upon employment rules.

(12) An alternative option under consideration is to organise an event on a similar basis to the Directorate’s Quality Service Awards. There are many issues that need to be considered if this approach is adopted, including: How do we ensure that each person who has given their time is recognised? How will people be nominated? Who will organise the event? It will also have budget implications that need to be addressed. This concept will be discussed further at DIG and SMT.

Conclusion

5. (1) Consultation with service users and the public has enabled the Directorate to:
- Develop strategies: Pathway to Public Involvement; Older People Strategy.
 - Gain feedback on services and identify areas for service improvement: Telehealth user group; OT user groups.
 - Involve people in the planning and delivery of services: Senior Citizens Forums in Thanet and Dover; Learning Disability Partnership Groups.
 - Identify satisfaction levels, needs and preferences for services: Homecare and Community Meals surveys.

(2) When undertaking any form of involvement activity, due consideration is given to the most appropriate method of engaging with people. It is imperative that the purpose of the involvement is clear to all involved and that the outcomes can be acted upon, wherever possible, and an explanation provided if they cannot.

(3) Kent Adult Social Services is proactive in its approach to involving people in all aspects of its services and will continue to develop and strengthen the involvement agenda across the Directorate.

(4) In 2006/07 there has been a broad range of involvement activity including the Actives Lives consultation. Further consultations are planned for 2007/08.

(5) Involvement of service users and the public is an integral part of the planning, commissioning and monitoring of services within the Directorate and will continue to remain a key area for continued development.

Recommendations

6. Members are asked to NOTE and COMMENT on the contents of this report.

Lynda Longhurst
Policy Manager – Public Involvement and Customer Care.
01622 694875

Background documents: None

**Kent Adult Social Services
Consultations for the period 2006/7 and 2007/8**

Details	Start Date	End Date	Group consulted	Target area (Kent, Town, district, ward etc	Reason for consultation	Statutory Yes/No	Contact Name
Adult Social Services							
Many of the consultations for this plan overlap with those that are recorded in the Strategic & Area Management & Business Support Plan and have been recorded in that plan to avoid duplication.							
Adult Mental Health							
Service users and carers are Joint Commissioning Board/Local implementation team members and therefore are continually involved in service planning and monitoring. Each year there is a Mental Health National Service Framework audit carried out by SERO. A considerable amount of material is collected and collated for this exercise which has to be submitted. These reviews cover:							
<ul style="list-style-type: none"> • Service Mapping • Financial Mapping • Themed Reviews • Self Assessment (Traffic Lighting) 							
The traffic light system is then used to compare outcomes, which are placed on the net to be compared with other authorities and last years audit, showed an increase in green lights. Each Local Primary Trust area use this document and their local self-assessment to draw up local action plans, in addition to providing the basis for work over the coming year.							
This year there is a national consultation on Care Programme Approach (CPA) that includes local events.							
Occupational Therapy and Sensory Disabilities Unit							
Business Planning	26/09 12/10 28/11 12/12	26/09 12/10 28/11 12/12	Service User group of disabled adults	Thanet Canterbury Maidstone Gravesend	Statutory Duty to involve service users in business planning. Discussed the Duty, how they would like to be involved, what they thought of 2006-07 plan and any ideas for 2007-08 plan.	Yes	Derrick Douglas

Details	Start Date	End Date	Group consulted	Target area (Kent, Town, district, ward etc	Reason for consultation	Statutory Yes/No	Contact Name
Service User feedback	03/01	05/01	Disabled people who have had lifts Installed in their homes	Kent	How satisfied Service Users have been with the lift maintenance service during the last year. Information will be used to determine standard of service and inform future planning.	No	Mark Hogan
Service User feedback	ongoing		Disabled people who have received equipment service	Kent	How satisfied Service Users have been with the equipment service received from Kent County Supplies. Information will be used to measure outcomes and inform planning.		Derrick Douglas
Supporting People Unit							
	01Apr 07	01Dec 07	Service users in long – term supported housing	Kent wide	How service users feel about the support provided to them and their views on how services could be improved	NO	Jo Pannell 01622 696171
	01Feb 07	30Apr 07	Older People	Kent wide	How Older People feel about the recommendations being proposed. Their views will be incorporated into the final report to be presented to the Commissioning Body in June 2007	NO	Jo Pannell 01622 696171
	01Apr 07	31Mar 09	All service users	Kent Wide	How has the review contract monitoring improved the service provided	NO	Kevin Prior 01622 696198

Details	Start Date	End Date	Group consulted	Target area (Kent, Town, district, ward etc	Reason for consultation	Statutory Yes/No	Contact Name
	01Apr 07	31Mar 09	People Bank/ User panel	Kent Wide	How robust are contract monitoring procedures and what improvements can be made	NO	Kevin Prior 01622 696198
	01Apr 07	31Mar 09	All service users	Kent Wide	Satisfaction levels with services provided by contracted agencies. CI contract monitoring	NO	Kevin Prior 01622 696198
Gypsy and Traveller Unit							
Survey of public satisfaction	Oct 2007	March 2008	A sample of the public who have accessed our services	Kent	<ol style="list-style-type: none"> 1. Awareness of the services we offer 2. Quality of information received, and the type and format of the communication channels 3. Satisfaction with the services we offer; We will use the information to improve our service, and public information about it 	No	Alan Casson or Jonathan Cheeseman
Survey of licensee satisfaction	Oct 2007	March 2008	A sample of licensees who live on sites we manage	Kent	<ol style="list-style-type: none"> 1. Awareness of the services we offer 2. Quality of information received, and the type and format of the communication channels 3. Satisfaction with the maintenance and management of sites and the services we offer, and can refer people to; We will use the information to improve our service, and site and public information about it 4. 	No	Alan Casson or Jonathan Cheeseman

Details	Start Date	End Date	Group consulted	Target area (Kent, Town, district, ward etc	Reason for consultation	Statutory Yes/No	Contact Name
---------	------------	----------	-----------------	---	-------------------------	------------------	--------------

Strategic, Area Management & Business Support

The Directorate has a strong culture of Public Involvement and has helped to facilitate and support a wide number of local groups made up of the people who use our services and carers. These contribute to the development of local and Directorate policy. We are currently implementing a database to capture this activity more effectively. Activities taking place in 2006 - 7 and 2007 - 8 which have/will involve the public include:

- Partnership Boards which engage users of Learning Disability services at a District and Strategic Level. These are particularly successful forums for engaging Learning Disability service users in the running of the service.
- Involving Users and Carers in recruitment
- Naming of the Directorate
- Disability Equality Scheme
- Active Mobs
- Development of 'social marketing'
- Regular meetings co-ordinated with the public, our Cabinet Member and our Managing Director.
- Tele health & Tele care user groups
- Quality Service Awards – direct nominations from service users and carers. Nov - May.

Service Users and the Public will be involved in the following more formal surveys and research. The outcomes of the research and surveys outlined below will be fed back into the Directorate to facilitate further service improvements.

Project/development	Purpose/Outcome	conducted by	Status
Active Lives	To obtain views on how services should be developed for the future	Debra Exall and Public Involvement Team	July 2006 to February 2007
Outcomes, Quality and Costs of Community Equipment Services	Impact of community equipment on promoting independence	PSSRU, University of Kent	Currently underway
Evaluation of Brighter Futures for Older People in Kent'	Evaluation of Brighter Futures	Professor Martin Knapp, LSE	Will begin later in the year
Kent Direct Payment Support Scheme Quality Questionnaire	To measure the quality of support from Direct Payment Support Workers and how we can respond.	Kent Direct Payment Scheme	Will begin later in the year
Qualitative Study of the decision making process in out of area placements of people with intellectual disabilities	Analysis of how people are placed outside of Kent	Dr Julie Beadle-Brown, Tizard Centre, University of Kent	Will begin later in the year

Details	Start Date	End Date	Group consulted	Target area (Kent, Town, district, ward etc	Reason for consultation	Statutory Yes/No	Contact Name
---------	------------	----------	-----------------	---	-------------------------	------------------	--------------

Project/development	Purpose/Outcome	conducted by	Status
Research to evaluate the Application and Usefulness of the East Kent Occupational Therapy Assessment	Effectiveness of assessment	Linda Jackson, East Kent Hospital Trust,	Currently underway
Private speech and imaginary companions in Down's syndrome'	Better understanding of some of the facets of downs syndrome	Canterbury Christ Church University	Awaiting Research Governance Approval
'The efficacy of chair based exercise in reducing risk of falls in the elderly'	Understanding of how exercise can help prevent falls	Christ Church University	Awaiting Research Governance Approval
'Telecare in Gravesham – Dementia Pilot'	Impact of Telecare on dementia	Adult Social Services	Research proposal being developed
User Survey on community Equipment Pilot study	Impact of community equipment on promoting independence	Ann Netton - PSSRU / DOH	Study details to be received Will take place July 2007
2007/08 User Survey on Equipment	Impact of community equipment on promoting independence	Ann Netton - PSSRU / DOH	will take place February 2008
Home Care User survey,	Impact and quality of home care	L. Hardware, KCC and PSSRU	Autumn 2007
Meals on Wheels consultation,	Quality of meals on wheels	Adult Social Services	Being developed – will take place later in 2007
User survey Younger Adults with a Physical or Sensory Impairment	Evaluate quality of services for this cohort	DoH/PSSRU	Feb 2007-May 2007
Elder Games	Explore using technology to provide 'games for the brain' to keep older people mentally alert	M Thomas-Sam, KCC + international consortium	Research proposal being developed
Updating the Directorate's core standards	Re-write core standards, in conjunction with service users and carers	Public Involvement Team	Autumn 2007
Complaints – annual customer satisfaction response survey in connection with our statutory process	A direct outcome will be a measurement of how practice has improved as a result of information gathered through our complaint procedures	Public Involvement Team	July 2007

Details	Start Date	End Date	Group consulted	Target area (Kent, Town, district, ward etc)	Reason for consultation	Statutory Yes/No	Contact Name
<p>Other Consultations, which are being developed/undertaken for 2007-8 are:</p> <ul style="list-style-type: none"> • ALFA – It will be essential to engage the public on the development of this project • In Control – we are currently implementing this as outlined in the Adult Services BP and it will be evaluated with those people involved in the pilot. • Carers – In line with T2010 target we are currently developing research to evaluate the impact of the work undertaken • Consultation on changes to the Domiciliary Charging Policy • Horizons Day Opportunities Service • Canterbury Day Opportunities Service • Queen Elizabeth Foundation 							