

From: Graham Gibbens, Cabinet Member for Adult Social Care and Public Health
Andrew Ireland, Corporate Director of Social Care, Health and Wellbeing

To: Adult Social Care and Health Cabinet Committee – 6 December 2016

Subject: **YOUR LIFE, YOUR WELL - BEING – A VISION AND STRATEGY FOR ADULT SOCIAL CARE 2016 - 2021**

Decision Number: 16/00098

Classification: Unrestricted

Past Pathway of Paper: Adults Transformation Portfolio Board (24 August 2016); Social Care Health and Wellbeing DMT (7 September 2016); Adult Social Care and Health Cabinet Committee (11 October 2016); Adults Transformation Portfolio Board (23 November 2016); Social Care Health and Wellbeing DMT (23 November 2016)

Future Pathway of Paper: County Council (8 December 2016)
Cabinet Member Decision

Electoral Division: All

Summary: ‘Your life, your well-being’ is the new five year vision and strategy for adult social care in Kent. This report presents the final Strategy, along with the Easy Read version and Equality Impact Assessment. It also provides information about the public consultation that took place, the feedback received and changes made as a result.

Recommendations: The Adult Social Care and Health Cabinet Committee is asked to **CONSIDER** and **COMMENT** on the final draft Strategy and **CONSIDER** and **ENDORSE**, or **MAKE RECOMMENDATIONS** to the Cabinet Member for Adult Social Care and Public Health on the proposed decision (attached as Appendix A) to:

a) **Approve** Your life, your well-being as the vision and strategy for adult social care from 2016 to 2021 and the supporting Accommodation Strategy for Adult Social Care and the Community Support Market Position Statement;

b) **Delegate** authority to the Corporate Director of Social Care, Health and Wellbeing, or other nominated officer, to refresh and/or make revisions, as appropriate, to the above documents during their lifetime; and

c) **Delegate** authority to the Corporate Director of Social Care, Health and Wellbeing, or other nominated officer, to undertake the necessary actions to implement the decision.

1. Introduction

- 1.1 The 'Blueprint and Preparation Plan' which laid the foundation for the transformation programme in adult social care was endorsed by the County Council in 2012. A great deal of work has been accomplished since that endorsement against the backdrop of significant reduction of funding to local government since 2010. The new 'Your life, your well-being – a vision and strategy for adult social care 2016 to 2021' (Appendix 1), is in line with and supports Kent County Council's 'Strategic Statement' and the 'Commissioning Framework' outcomes and objectives. This new Strategy replaces the previous 'Active lives' Strategy. An Easy Read version of the Strategy relating to this report is also attached as Appendix 2.
- 1.2 The new Strategy is based on the Care Act 2014. As the Adult Social Care and Health Committee will be aware, the Care Act has broadened the role of councils with adult social care responsibilities to promote the wellbeing of all adults with care and support needs living in their area. The new overarching Strategy for adult social care sits between relevant council-wide strategies (as cited in paragraph 1.1 above) and other specific social care group strategies.
- 1.3 'Your life, your well-being' builds on our past successes but firmly points to the future in how we intend to work with our partners - people who use our services, carers, providers, voluntary sector, health services, schools and colleges, borough/district councils and other public services - to meet the challenges that we face. This Strategy sets out the overall direction that we intend to follow in the coming years, amidst the financial challenges and the ever increasing demand for services that we know is influenced by the changing demographic needs of the area.
- 1.4 The vision that the Strategy is based on "is to help people to improve or maintain their wellbeing and to live as independently as possible". The Strategy breaks down our approach into three themes (Promoting Wellbeing, Promoting Independence, Supporting Independence) supported by four building blocks (safeguarding, workforce, commissioning and integration/partnership). The three themes cover all services provided for people with all kinds of social care and support needs and their carers throughout their adult lives.
- 1.5 A draft version of the Strategy was published for public consultation between 30 September 2016 and 4 November 2016. The draft document was considered by the Cabinet Committee at its last meeting on 11 October 2016 when Members had the opportunity to comment and made some recommendations which have informed the final version.

- 1.6 The purpose of bringing this item to this meeting of the Adult Social Care and Health Cabinet Committee is to share with Members the feedback from the consultation, and present the final version of the Strategy ahead of the Cabinet Member for Adult Social Care and Public Health taking the key decision to adopt it. The Strategy is scheduled to be presented to County Council for endorsement on 8 December 2016.

2. Financial Implications

- 2.1 The financial implications associated with the implementation of the Strategy are generally outlined in the Medium Term and Financial Plan 2016-19 and the specific allocation for the adult social care portion out of the Social Care, Health and Wellbeing Directorate budget.

3. KCC Strategic Statement and Policy Framework

- 3.1 Two out of the three strategic outcomes and supporting outcomes in KCC's Strategic Statement are drivers for the Strategy. The first is the strategic outcome – 'Older and vulnerable residents are safe and supported with choices to live independently'. The second is the strategic outcome – 'Kent communities feel the benefits of economic growth by being in-work, healthy and enjoying a good quality of life'.

4. Consultation and feedback

- 4.1 Prior to the public consultation, a number of focus groups were held during August and September to inform the development of the draft Strategy. Two focus groups were run with adult social care / health service users and carers organised through Health Watch, and a special meeting of the Chairs of the Older People's Forums in Kent took place. An internal meeting with the Adults Transformation Extended Design Group was also held. This pre-consultation engagement helped to:

- Shape the values and principles in the Strategy
- Develop the case studies to illustrate the three themes in the Strategy
- Inform some of the wording and language used throughout the Strategy to explain the three themes

- 4.2 The public consultation on the draft Strategy ran from 30 September 2016 to 4 November 2016. The primary aims of consulting on the Strategy were to raise awareness about the new Strategy, gather feedback from stakeholders to inform the final draft, check that people could understand the draft and to find out if anything important was missing.

- 4.3 The main stakeholders to the consultation were:

- Adult social care service users and carers (through service user and carers groups and forums)
- General public
- Kent MPs

- KCC adult social care staff
- KCC Members
- Other KCC staff
- Statutory partners – including Clinical Commissioning Groups, Acute trusts, Borough/District Councils
- Providers of adult social care services in Kent
- Organisations from the voluntary and community sector involved in providing care and support to adults in Kent (through infrastructure bodies)

- 4.4 A number of consultation activities were undertaken to reach the target consultees. The activities are set out in a table in Appendix 3. They include internal communication with staff, targeted emails to key stakeholder organisations, press releases and posters to promote the consultation, focus groups with staff, partners and providers and focus groups with some service user groups. A kent.gov page and online consultation survey was set up to allow the majority of consultees to respond to a set of consultation questions online, with alternative formats offered. An Easy Read version of the draft Strategy and the consultation survey was published to support service users, the public and anyone else who prefers this format.
- 4.5 In total, 119 responses were received to the consultation questions, either using the online survey or via email or hard copy. An additional 23 responses were received using the Easy Read version of the consultation survey. Of the respondents to the main consultation questions, 22 identified themselves as responding on behalf of an organisation, and a list of the organisations is provided in Appendix 4. The other respondents identified themselves as users of social care services (8), carers (22), family members of a service user (15), a social care or health professional (14) and other (38, the majority of whom described themselves as a member of the public or private funder of care services).
- 4.6 A consultation document has been produced by Lake Market Research who were commissioned to analyse and report on the online and written responses to the consultation questions and to facilitate and report on the qualitative focus groups with staff and partners/providers. The Executive Summary of the report is attached in Appendix 5.
- 4.7 23 responses were received using the Easy Read version of the consultation survey which has been analysed separately. 21 of the eight respondents were service users, 19 of whom reported that they have a learning disability. The responses suggest that most respondents found the Easy Read version understandable to some extent (nine understood all of it, seven understood some, five did not understand any of it or did not know). Five respondents were unable to answer about whether they agreed with the values and principles and the three main themes in the Strategy, but those that did respond agreed with all of them, with a few suggestions about areas that could be strengthened including staying safe. In the general comments, two respondents raised concerns about the survey itself and one raised a practical concern related to services. This feedback along with detailed feedback on the Easy Read version

of the Strategy from a service user group has been used to make improvements to the Easy Read version, with the aim of making it clearer and more easily understandable.

- 4.8 In addition, Council staff undertook a number of focus groups with adults with learning disabilities. The respondents agreed that being independent and being able to stay at home rather than going into hospital is best. They also liked the idea of a Community Hub and felt it is important to know where to go for information. The groups mentioned the importance of keeping safe several times, and of the values and principles they felt that getting personalised care that is right for you is most important as it creates a bedrock which supports the other principles. There were some helpful practical comments about the importance of work experience / volunteering, and some of the difficulties that people with learning disabilities can experience with travel training. A discussion was also held with the Tonbridge and Malling Older Person's Forum where people were concerned about the funding of social care for individuals and how integration could improve things.
- 4.9 The consultation also prompted a number of other responses. Two Kent MPs have written letters – one providing general support for the vision and the other seeking an assurance that residential and nursing care in the constituency would not reduce as a result of the Strategy, which has been responded to. One letter was also received from a carer. Radio Kent covered the draft Strategy extensively in the breakfast show on 11 October 2016, including interviews with the Cabinet Member for Adult Social Care and Public Health, a local Age Concern Chief Executive and volunteer, the Chair of the Local Medical Committee and a University of Kent academic. The majority of the discussion centred on Community Hubs, with general support for the principle but concerns over how they can be delivered practically and whether there will be sufficient funding to achieve the vision. At the Adult Social Care and Health Cabinet Committee on 11 October 2016, the main comments were around needing to take into account the needs of an ageing population of carers and supporting them adequately.
- 4.10 All the responses to the consultation have been carefully considered and used to make changes to the draft Strategy in order to produce the final version. A 'You said, we did' document has been produced to track the main changes that have been made as a result of the consultation – this is provided in Appendix 6.
- 4.11 We will use the 'You said, we did' document to communicate about the changes made to the people who responded to the consultation once the final version has been published.

5. Legal Implications

- 5.1 There are no legal implications associated with this report other than the main responsibilities for Adult Social Care which are defined in the Care Act.

6. Equality Implications

- 6.1 The findings of the consultation have also been used to update and finalise the Equality Impact Assessment for the Strategy – attached as Appendix 7. It should be noted that due to the relatively low number of responses it has not been feasible to break down the information by respondent type in detail. The Equality Impact Assessment has been kept under review throughout the development of the Strategy and will be fully considered when the Cabinet Member for Adult Social Care and Public Health makes the decision to approve the Strategy.

7. Conclusions

- 7.1 The Strategy will be presented to County Council on 8 December 2016 for endorsement. Following this, the Cabinet Member for Adult Social Care and Public Health will take the Key Decision to approve the Strategy.
- 7.2 The publication of the Strategy on kent.gov will be communicated to KCC staff and Members and external partners to raise awareness of it.
- 7.3 Delivery of the Strategy will be through the next phase of the ongoing Adults Transformation Programme. An implementation plan is currently being developed, the details of which will be reported to Members in due course.

8. Recommendations

- 8.1 Recommendations: The Adult Social Care and Health Cabinet Committee is asked to: **CONSIDER** and **COMMENT** on the final draft Strategy and **CONSIDER** and **ENDORSE**, or **MAKE RECOMMENDATIONS** to the Cabinet Member for Adult Social Care and Public Health on the proposed decision (attached as Appendix A) to:
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9. Background documents

Your life, your well-being – a vision and strategy for adult social care 2016 – 2021 consultation

<http://consultations.kent.gov.uk/consult.ti/adultsstrategy/consultationHome>

Accommodation Strategy for Adult Social Care

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

Community Support Market Position Statement

<http://www.kent.gov.uk/about-the-council/strategies-and-policies/adult-social-care-policies/market-shaping-and-commissioning-of-care-and-support>

10. Report Author

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