

Appendix 6 – You Said, We Did for ‘Your life, your well-being’

Name of the Strategy

You Said	We Did
<p>Three alternative titles for the strategy were suggested: ‘Your life, your well-being, our partnership’, ‘Supporting your life and well-being’ and ‘Supporting physical health and well-being’</p>	<p>We came up with the original title through pre-consultation work that we carried out. We considered the suggested alternative titles but decided because the ‘Your life, your well-being’ puts the right focus on a person’s life and well-being we should not change it.</p>

General Comments

You Said	We Did
<p>Strategy is vague with no detail on delivery and how these proposals would be funded</p>	<p>We make it clear that the strategy sets out our vision for the future. We need to take time to develop detailed implementation plans which may involve working with the NHS and other partners. We have to deliver services with the budget available recognising that government funding to local government has fallen in the last few years and may continue. We have made these facts more prominent in the document</p>
<p>Was the vision and draft strategy developed with the involvement of service users and providers?</p>	<p>The development of the vision and the strategy took into account the views of service users, providers and partners that had been gathered through our ongoing engagement with these groups. Other influences that have informed this work include the National Voices ‘I’ Statement and Market Position Statements which were developed with partners. We have now provided a clearer explanation in the revised document</p>
<p>Too long and too much jargon resulting in the document not being suitable for the public</p>	<p>The information in the document has been subject to the Plain English Campaign for assessment for clarity. A number of changes were made in response and it is now deemed to have met the criteria for the Plain English Crystal Mark. We have not included a glossary because we have put explanation of key words in the document. Furthermore, we will produce a shorter version of the document in the form of an Executive Summary</p>

Core Values

You Said	We Did
Are these the right values and principles?	<p>We have reflected on this question and as a result we have made some changes to the way the values and principles are explained. These include:</p> <p>Reflecting the importance of dignity and respect and choice within person centered care and support.</p> <p>We agree that getting the right care and support in the right place and at the right time is important. The revised document now reflects that we will work with relevant partners to make sure this is achieved.</p> <p>Shared responsibility has been made a distinct core value within the core strategy which acknowledges it's centrality to the strategy.</p> <p>We have registered the importance of community capacity demonstrated through the key role of the voluntary and community sector.</p>
The definition of supporting people to be safe did not include a reference to harm	This has now been corrected

Themes

You Said	We Did
Description of community hubs is not that clear	We have provided a more detailed description of what community hubs are planned to be
Concern that the emphasis on independence might mean some people will go without support that they need	We have made it much clearer that where we have identified that people have a right to receive care and support this would be arranged
It was not clear how the capacity of the voluntary and community sector can respond to these plans in the current financial climate	We agree and we have included further information on how KCC will build and support the capacity of the voluntary and community sector in Kent.
There was not enough mentioned about the role of public health in helping with promoting behaviour change	We agree and we have included additional information within the Promoting Well-being chapter within the document.
You expressed some doubt about how 'travel training' was described, that it is not a one-off activity	As a result of this listening to what you said we have clarified that travel training (and other forms of enablement) can be carried out more than once depending on need

You highlighted that we have not made strong enough reference to the importance of joint responsibility for care with service users, co-production and the role of the community	Shared responsibility is now prominent in the revised document
You said the context for case studies was not that clear and you made few specific comments about how we have described some aspects of the case studies	Changes have been made to the case studies that better echo the comments put forward

Building Blocks

You Said	We Did
You said it was clear that who was included in what was said about the workforce	This has now been explained in the document
You said it was important for staff to receive the appropriate training and have the right culture	We have acknowledged this point in the document and specifically talk about practice cultures
You suggested another way of talking about the building block	Your helpful comments have now been included so we use simple language such as keeping you safe, getting people right, buying services and working together
Your experience is that achieving integrated working presents a number of challenges which have not been sufficiently acknowledged	We agree and the document describes the key challenges in the commissioning section
You mentioned that safeguarding issues are much broader than is currently described in the document	Changes have been made in the final document that address this point.

Carers

You Said	We Did
You wanted more acknowledgement of the changing needs of carers	We accept this point and we have addressed this issue in the final version
You questioned whether the strategy will lead to more demand on carers	This is a valid point and we confirm that the Care Act puts the needs of carers on the same statutory footing as adults with care and support needs. This fact has been taken into account in the final version

Other Comments

You Said	We Did
You said that we have not made enough reference to the role of public health contribution of district councils	We are grateful for this comment and we have now made changes which take this point on board