

**By:** Penny Southern, Corporate Director of Adult Social Care and Health

**To:** Clair Bell, Cabinet Member for Adult Social Care and Public Health

**Decision Number:** 19/00062

**Subject:** LOCAL ACCOUNT FOR KENT ADULT SOCIAL CARE (APRIL 2018 – MARCH 2019)

**Classification:** Unrestricted

**Previous Pathway of Paper:** Adult Social Care and Health Directorate Management Team – 11 September 2019  
Adult Social Care Cabinet Committee – 27 September 2019

**Future Pathway of Paper:** Cabinet Member decision

**Electoral Divisions:** All

**Summary:** Summary: This report provides an update on the development of the Local Account for Adult Social Care (April 2018 – March 2019). The report summarises involvement/engagement activities undertaken to date across Adult Social Care and outlines how user engagement feedback from these activities has informed the development/content of the Local Account for 2018-2019.

**Recommendation:** The Cabinet Member for Adult Social Care and Public Health is asked to **APPROVE** the Local Account document– ‘Here for you, how did we do?’ (April 2018 – March 2019) (attached at Appendix 1).

## 1. Introduction

- 1.1 Adult Social Care Services at both a local and national level are currently being delivered against a backdrop of ongoing challenging financial constraint, a population that is living longer with associated increasing complex care needs and people wanting better quality and choice in the services they use.
- 1.2 There is also greater emphasis on Councils to work collaboratively to improve performance and outcomes for people and to deliver joint services with the NHS and other partners.
- 1.3 In the past, the Care Quality Commission (CQC) used to assess how well Local Authorities were performing in Adult Social Care. It no longer does this. All Local Authorities are now asked to produce a document in partnership with their residents to enable them to hold the authority to account. As a result, the annual report for Adult Social Care in Kent - ‘**Here for you, how did we do?**’ has been produced.

- 1.4 The Local Account, '**Here for you, how did we do?**' **April 2018 - March 2019** describes the achievements, improvements and challenges faced by Kent Adult Social Care during the past year. It also sets out our vision for the future and provides updates on the key issues that people have told us are important to them.
- 1.5 It is an important way in which people can challenge and hold us to account and this is the eighth year that it has been developed in partnership with people who use our services, their carers, voluntary organisations and service providers as well as Members, District Councils and our staff.

## **2. Development of the Local Account**

- 2.1 An ongoing challenge for the Council is to ensure that the people we support continue to be at the centre of the care they receive. An important element of this is to actively engage with people who use our services, their carers, our partners in Health, our wider social care market of voluntary and private sector providers and Borough and District Councils.
- 2.2 We know that quality care matters to people and there is a strong link between effective customer engagement/involvement and 'Think Local, Act Personal (TLAP), the 'Making it Real' agenda and sector led improvement focused on enabling people to have more choice and control to live full and independent lives and achieve outcomes that are important to them.
- 2.3 We also need to ensure that we continue to deliver cost effective Adult Social Care Services in line with our strategy for Adult Social Care "Your Life, Your Wellbeing", our strategic statement – "Increasing Opportunities, Improving Outcomes" and meet the statutory requirements of the Care Act.
- 2.4 Whilst user engagement activity is already carried out across the Adult Social Care and Health Directorate, the ongoing development of the Local Account provides further opportunity for us to listen to, work with and act on what our customers are telling us about our service provision.
- 2.5 This will enable us to continue to work collaboratively with people in Kent to deliver sustainable Adult Social Care Services now and for the future.

## **3. User Engagement Activity to inform the Local Account**

- 3.1 There are several forums, boards and partnerships already in place across the Adult Social Care and Health Directorate and work has been undertaken to link into or utilise these in the most effective way to inform the Local Account.
- 3.2 The easy read version of the Local Account from last year was posted on the Kent Learning Disability Partnership website together with an easy read cover letter and tailored commentary to encourage feedback.
- 3.3 The Local Account has also been distributed widely and has been sent to all Kent Libraries, Gateways, Clinical Commissioning Groups, Parish Councils, to

over 600 religious organisations, local clubs and societies and to over 170 Patient Participation Groups to increase awareness, particularly across Health and in local communities.

- 3.4 There are several forums and groups across Kent that support and provide a voice for vulnerable adults and links to these have continued to be developed. Presentations on customer involvement and the Local Account have been delivered to carers, the Kent Physical Disability Forum and at Older Persons Forums. The Local Account has also been shared with Healthwatch Kent.
- 3.5 An Adult Social Care customer engagement database containing over 2,500 active contacts has continued to be developed. All contacts within the database have received a copy of the previous version of the Local Account in the most appropriate format – e-version, easy read, standard edition or plain text requesting peoples' feedback. The database will be utilised again for the current version.
- 3.6 Where possible (and if appropriate), the Local Account has been distributed electronically to minimise printing costs.
- 3.7 The database, which is General Data Protection Regulation (GDPR) compliant, has been used to provide suggested customer engagement contacts to help gather insights to inform service developments or to support consultations.
- 3.8 Contacts made include sensory (Deaf/Visually Impaired/Deafblind) clients to support work being undertaken by the Sensory Services team, Adult Social Care provider contacts for a budget consultation workshop, contacts for a Domestic Abuse Strategy consultation, complaint contacts to provide insight into the way people access Adult Social Care Services and Health related contacts for an Asthma workshop and Esther roadshows.
- 3.9 Ongoing communications to Adult Social Care staff promoting the Local Account and the importance of feedback have been developed, including features in Newsletters and regular web-based updates.
- 3.10 An informal briefing for all members of the Adult Social Care Cabinet Committee was held on 6 September 2019.

#### **4. Financial Implications**

- 4.1 A key objective when developing the brochure and our customer engagement approach has been the consideration of how to enhance value for money utilising wherever possible existing forums or approaches already in place across the Adult Social Care and Health Directorate or working in conjunction with existing partners to minimise costs.
- 4.2 There will be a cost implication in the production and distribution of the Local Account; however, these will be managed within the budget planning forecasts.

#### **5. Legal Implications**

5.1 There are no legal implications associated with this report.

## **6. Equality Implications**

6.1 There are no equality implications associated with this report.

## **7. Future Publication, Distribution and Feedback**

7.1 The final document will be ready for publication in late October 2019 and will be distributed as widely as possible to give everyone the chance to read it, challenge our approach, ask questions and feedback their views.

7.2 All contacts within the Adult Social Care customer engagement database (2,500+) will receive a copy in the most appropriate format – e-version, easy read, standard edition or plain text requesting their feedback. Where possible (and if appropriate), the Local Account will also be distributed electronically to minimise printing costs.

7.3 Hard copies will be distributed to publicly accessible social care locations, i.e. Libraries, Gateways, Day Centres, Patient Participation Groups, Parish Councils and to local groups.

7.4 An easy read version of the Local Account will be developed and posted on the Kent Learning Disability Partnership website together with an easy read cover letter and tailored commentary to encourage feedback.

7.5 There are already existing feedback mechanisms in place, including through the Kent County Council website, twitter, email, post and phone. Feedback from these as well as customer engagement at forums and other events will continue to be used in the development of the next document.

7.6 People who are using Adult Social Care Services, carers, the voluntary sector, providers, Members, Healthwatch Kent and staff will continue to be encouraged to play a part in the evaluation and ongoing development of the Local Account.

## 8. Recommendations

8.1 Recommendation: The Cabinet Member for Adult Social Care and Public Health is asked to **APPROVE** the Local Account document– ‘Here for you, how did we do?’ (April 2018 – March 2019) (attached at Appendix 1).

## 9. Background Documents

Increasing Opportunities, Improving Outcomes, Kent County Council’s Strategic Statement 2015-2010

<http://www.kent.gov.uk/about-the-council/strategies-and-policies/corporate-policies/increasing-opportunities-improving-outcomes>

Your life, your well-being, a vision and strategy for Adult Social Care 2018-2021

<http://www.kent.gov.uk/about-the-council/strategies-and-policies/adult-social-care-policies/your-life-your-wellbeing>

Care Act 2014

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

Think Local, Act Personal 2011

<https://www.thinklocalactpersonal.org.uk/Browse/ThinkLocalActPersonal/>

Local Account ‘Here for you, how did we do?’ April 2017 - March 2018

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

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