

Draft Adult Social Care Prevention Framework 2025-2035

Consultation Responses: You Said, We Did Summary

This document sets out a summary of some of the changes we have made to the Prevention Framework based on consultation responses collected from 6th June – 14th July 2025. This document is not a full representation of the responses, this can be found in the Prevention Framework Consultation and Engagement Report.

Ambition:

Our ambition:

“By 2035, adult social care in Kent will have shifted towards strategic, operational and financial ways of preventing, reducing and delaying need for care. This will maximise the opportunities for Kent residents to lead more fulfilled, healthy and independent lives. We will make the best use of data and research-led practices, early interventions and partnership working”

77% people agreed with our draft ambition.

You said	We did
“prevention is always better than cure” “the ambition is worthy and will improve provision in Kent provided it can be fully implemented” “Moving in to prevention is going to be essential to face the future challenges around adult social care” We also received comments, that the ambition could be made clearer.	We’ve altered the ambition to make certain elements clearer but kept it very similar to the original to reflect the positive feedback given. We have moved the ambition to the beginning of the introduction, so its presence in the document is much clearer to the reader.

Our ambition (revised):

“By 2035, adult social care in Kent will have shifted towards strategic and operational ways of working and a financial model that prioritises prevention, early intervention and delay of escalating care needs. This will maximise the opportunities for Kent residents to lead more fulfilled, healthy and independent lives. We will make the best use of data and research-led practices, early interventions and partnership working”.

Delivery Plan:

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Current text: <i>"This framework will be supported by a delivery plan".</i>	
We received lots of comments in agreement with the approaches, however scepticism over how the approaches and priorities will be implemented / actioned.	
You Said	We Did
"I agree that this is a good plan, but how its implemented will be the hard bit" "It sets out a strategy but doesn't explain what it is actually going to do" "The statement above does not state how these changes will be achieved" "Admirable goals but not a lot of detail as to how it will be done"	We have re-worked the introduction, so the content is more concise, and made room for further content focused on the Delivery Plan. We will also reinforce the Delivery Plan throughout the document when introducing our priorities.
Delivery Plan (revised): <i>"The Adult Social Care Prevention Framework will be supported by a detailed co-designed Delivery Plan, which will build on and strengthen existing work alongside new actions and work programmes. The Delivery Plan will be supported by appropriate internal structures, to ensure actions are delivered and prevention is embedded in all that we do, and align with other existing documents and workstreams such as; Making a Difference Every Day Adult Social Care Strategy, Carers Strategy, and the Kent & Medway Integrated Care Strategy. The Prevention Framework will also inform how we commission. It is important to us that, in working to deliver change, we also build strong and meaningful connections with other local strategies that cover the county of Kent."</i>	

Principle of prevention first:

85% people agreed with our priorities for principle of prevention first.	
You Said	We Did
There was too much focus on online within the priority statements, and some comments concerned over AI being used to replace real human person centred interactions.	We have reflected these comments within the priority statements.
Making online processes more straightforward and simpler, and building awareness of where to find trusted information and support. "Online needs to be straight forward, clear and simple to transfer the relevant data"	We have reflected these comments within the priority statements.

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There is a need for place-based multi-disciplinary working.	We have reflected these comments within the priority statements and made greater emphasis on the work we are doing in the community settings.
More emphasis is needed on the importance of the workforce and the support needed for them to deliver this effectively.	We have reflected these comments in the main body of the text, including a focus on staff wellbeing, recruitment and retention, and training.

Focused support:

83% people agreed with our priorities for focused support

You said	We did
Strong support for the unpaid carers statement, however more emphasis needed on carers skills, listening and a focus on the period after their carer responsibilities end. “Like to see the objective as not just to support but also to listen to our suggestions”	We have reflected these comments within the priority statement.
Role of families in the lives of young adults with additional needs has not been recognised. Also, a greater emphasis needed on support to set a strong foundation for life and partnership working. “important for setting a strong foundation for future independence and well-being”	We have reflected these comments within the priority statement.
Strong support for mental health, comments advised to expand to include different needs of different communities. “ensure that mental health support includes specific interventions for different age groups and cultural backgrounds to address unique challenges faced by various communities”	We have reflected these comments within the priority statement.

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Partnership working:

81% people agreed with our priorities for partnership working	
You Said	We Did
Several comments showing uncertainty on what is a 'place-based commissioning approach' and a request to make this more focused on addressing local inequalities "All of this work should be focused to remove inequalities within all localities"	We have reflected these comments in the priority statement.
Concern over the use of the term "wait well" – a need for a clearer statement. What is 'Wait Well' ? Sounds worrying.	We have reflected these comments in the priority statement.
Strong support for working in partnership with the Voluntary, Community and Social Enterprise sector and including a focus with partners on sharing best practice.	We have reflected these comments in the priority statements.

Inclusion and equity:

81% people agreed with our priorities for inclusion and equity	
Many positive comments supporting our approach to inclusion and actively reaching out to communities that we're not already reaching as much/well as we could be. "It is never easy to reach those who may have greater or unmet needs for care and support, and I think this is a most important area to develop" "like the one about actively reaching out to people, that's very important, making sure there are no stigmas attached to seeking help"	We have reflected these comments in the priority statement.
Greater emphasis needed on the role of grassroots organisations in their role to facilitate resilient, accessible and	We have reflected these comments in the priority statement.

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connected communities. “Supporting and working collectively will ensure the continual growth and offerings to identify and support those people in the community that need it most” “necessary to start very local and slowly develop these links because each community will be a little different”	
Greater focus on how we will break down barriers to accessing care and support, for example, digital inclusion and literacy and cultural competence. “it’s important to ensure that services are not only accessible but also welcoming and culturally relevant. This ensures that everyone feels included and valued, creating an environment where individuals can thrive”	We have reflected these comments in the priority statement and the main body of the text.
Some comments reflecting that some of the priority statements are vague and need further detail “Good principles but rather vague”. “Not as strong as other sections”	We have reflected this feedback in the priority statements and the main body of the text.

Measuring and evidencing impact:

79% people agreed with our priorities for measuring and evidencing impact	
Strong support for co-design and bringing lived experience feedback into evaluations, further emphasis on both social and financial return on investment. “considering not just financial value but also social and emotional impacts would provide a more comprehensive evaluation”	We have reflected this feedback in the priority statement.
Greater emphasis on lived experience feedback and voices, using a variety of data sources to ensure robust evaluations.	We have reflected these comments in the priority statements and in the main body of the text.

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“There should be more emphasis on what people want and listening to their needs, so that services can be designed appropriately, and feedback from the community can be collated as part of the measuring process”.	
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