

## Appendix 2 CONSULTATION RESPONSES

Feedback	KCC Response
<b>Theme: Longer term impact of the proposal</b>	
<p>Seems short sighted: will impact services further down the line, put a strain on other (already stretched) services / NHS</p>	<p>KCC acknowledges that some individuals will be adversely affected by the proposals, and that in those cases there may be an adverse impact on prevention, leading to an increased level of need and, ultimately, a need for formal support from KCC adult social care or other KCC or non-KCC services. Consultees were asked to consider the alternatives possible if services were stopped, around 14% referenced GPs as an alternative. Therefore, proposals could increase the contact with GPs, health partners and district councils.</p> <p>KCC has been able to model the potential impact of the proposals on its adult social care services.</p> <p>Using the 2024/25 data it is estimated that 18,804 people could be impacted by the proposal. Of these, providers estimated that 10,638 could contact social care. Of these, 41% would have already made contact with social care before being referred to the wellbeing and navigation contract. Therefore, if the proposals are implemented, instead of referring the 41% to Community Wellbeing and Navigation, adult social care will provide the information and connect people with the necessary services. <i>Using professional knowledge and experience officers assess that</i>, of the estimated number that will make contact with social care, (10,638), 20% (1,262) would progress to further support such as an assessment. It is anticipated that of the 20%, that 1-10% of people may require formal care and support from KCC.</p> <p>The availability of alternative services has informed the design of the proposals, which focus in part on areas where there is a high level of duplication within the prevention landscape in Kent. Additionally, we will run an awareness campaign to help people know where they can get support, to facilitate access to alternative sources of support as far as possible and reduce the potential impacts on the wider system.</p> <p>This modelling necessarily involves estimating probable impacts. It is very difficult to predict with certainty the longer-term impacts of the changes. However, KCC considers that the longer-term impacts are unlikely to outweigh the proposals' benefits in light of: the modelling referred to above; the availability of</p>

	<p>alternative services and sources of support; the fact that the proposals have been designed so as to mitigate potential impacts (including the retention of a triage and signposting service irrespective of level of need); and the fact that the redesigned services are targeted at those with higher levels of need (including the retention of Community Navigation services for individuals with higher need, following discussions with providers). Those with medium and high needs will continue to be supported. Those with lower needs are more likely to develop needs less quickly, than those with higher levels of need.</p> <p>It is also important to note that the proposed changes relate only to limited elements of the community services commissioned by KCC, which themselves operate within a broader prevention landscape. The more specialised services commissioned by KCC are unaffected by these proposals.</p> <p>While any reduction in KCC funding for preventative support will inevitably have both immediate and longer-term impacts, KCC considers that the potential for longer-term impact flowing from the proposed changes is on balance justified in light of the objectives of removing elements of duplication in KCC's current approach, ensuring that where KCC does fund prevention it is done efficiently, in a targeted manner, and focuses on areas of greatest need, and contributing to the savings needed to deliver a balanced budget for KCC.</p> <p>Mental health services will have far limited impact as the proposals do not affect the core mental health service or front-line services.</p>
Will cost more in the longer term	<p>As above, KCC engaged providers to understand how the proposal may affect individuals and providers. Numbers provided by the providers were used to model the potential financial impact. The modelling estimated the costs on social care per year which are much lower in comparison to the costs of these services, and duplication costs with the other services that are being provided.</p> <p>Due to the nature of prevention, it is difficult to predict what exactly would happen if the proposals were to be implemented, however, using a range we have been able to estimate the cost implication on the social care budget could range between £17,000 to £166,000 (full year costs) in the short term.</p>

Feedback	KCC Response
<b>Theme: Community Navigation</b>	
Crucial support, the backbone, without this a lot of vulnerable people will be without support, including signposting, advice, guidance	KCC acknowledges that many people currently receive highly valued, important, support through the Community Navigation contracts. However, some people will continue to be able to access a Community Navigation service in future, because we will incorporate elements of it into the redesigned Community Wellbeing contracts for people with medium or higher-level needs. Additionally, the proposals have been developed because we assess that there is currently duplication in the system as identified in the cabinet report.
Lots of people need help with form-filling, this won't be provided if funding cut	<p>KCC acknowledges that Community Navigators provide highly valued support with tasks like form filling. However, there are alternative sources of support available for these tasks as identified in the cabinet report which will continue to provide this type of support. These include the following and can be accessed face to face:</p> <ul style="list-style-type: none"> <li>• Adult Social Care Connect clinics</li> <li>• Kent Enablement Service – drop in sessions</li> </ul> <p>The proposed Wellbeing service will continue for people assessed as needing medium to higher levels of support.</p>
Signposting is important to help people who don't know where to go or what to access	<p>KCC acknowledges the importance of signposting, and that Community Navigators play a valuable role in connecting individuals to the support they need. In designing the proposals KCC has considered what signposting services continue to be widely available in future:</p> <ul style="list-style-type: none"> <li>• As part of the Wellbeing Service, providers will still maintain an initial contact point and provide information, advice and guidance.</li> <li>• Community Navigation will still be available for those with medium and higher needs through the redesigned Community Wellbeing contracts.</li> </ul> <p>In addition, this is an area where KCC considers that there is a significant level of duplication at present in the system. Other signposting services are currently and will continue to be available, as follows:</p> <ul style="list-style-type: none"> <li>• Social Care Connect which can provide this type of support. As part of the vision to "keep people close to their communities", community clinics have been set up or are planned.</li> </ul>

	<ul style="list-style-type: none"> <li>• Various community roles such as community wardens, social prescribing and positive wellbeing.</li> <li>• Kent Enablement Service provides face to face contact.</li> </ul> <p>The theme of people knowing where to go for information, advice and guidance was key. Reflecting on this from the consultation, we are now planning a campaign to raise awareness where people can get the right information at the right time, with the aim to make it clearer and easier for people.</p>
People will miss out on accessing advice, housing benefit advice, other important issues	There are a range of services available, these include Adult Social Care Connect, Kent Enablement Service, more information about these have been included in the cabinet report. People assessed with medium to higher levels of need will still access support.
How will we incorporate navigation into the wellbeing element? – this isn't clear	<p>The proposal is to redesign the Wellbeing Service to include elements of Community Navigation, the redesign would:</p> <ul style="list-style-type: none"> <li>• Make the service more targeted and focus on people needing medium to higher level support.</li> <li>• The support for people assessed at lower level would stop. However, people will still be able to contact the services where they will be triaged, signposted and connected with support and services that may or may not be funded by KCC.</li> <li>• Ensuring the service focuses on areas of greatest need by considering needs of the communities such as areas of deprivation, diversity, transport issues by using data and insights.</li> <li>• Provide wellbeing groups and activities for people assessed as needing medium to higher levels of need.</li> <li>• Provide Community Navigation for people assessed as needing medium to higher levels of support. This will be similar to the current service offer which includes financial advice, benefits maximisation, housing support, befriending and peer support. Instead, these individuals will receive information, advice, and guidance and be connected with ongoing services and community groups suited to their needs.</li> </ul>

	<ul style="list-style-type: none"> <li>To maintain community roles undertaking home and community visits for people assessed as needing medium to higher levels of need.</li> </ul>
The Community Navigators help self-funders set up new care packages, who will cover this if the service ends?	<p>There is various support available for self-funders including organisations such as: <a href="#">Who we can help   Autumna - Autumna</a> which provides a free &amp; impartial service. They are able to provide advice, shortlisting and signpost people.</p> <p>KCC also provides a chargeable service for self-funders to help set up care and support.</p>
Financial/Benefits- People not knowing what benefits they are entitled to or support with claiming benefits, form filling, blue badge applications, debt management.	<p>This is an important aspect of support for people. The Wellbeing Service would provide this support for people assessed as needing medium to higher levels of support. There, are also a range of services that have been identified and set out in the cabinet report that will provide support to people assessed as needing lower levels of support.</p>

Feedback	KCC Response
<b>Theme: Isolation and loneliness</b>	
Proposals will leave a lot of people isolated and alone	<p>Isolation and loneliness were identified as a potential negative impact identified in equality impact assessment, and the consultation has confirmed that this is a concern. The proposal would reduce funding for Wellbeing Services which would reduce or stop some activities. There are other groups and activities that are provided outside of these contracts and people can be signposted and connected with these. Officers have looked at what groups and activities could potentially stop under these proposals and what alternatives are available that are relevant to older people. The alternative groups and activities considered physical wellbeing and connection through social groups such as reading groups. There is a broad range of activities available outside of the contracts across Kent (although in a small number of specific localities within districts there are fewer alternatives or individuals may need to travel to access a suitable alternative). It is also considered likely that some of the groups and activities which are potentially affected will continue. Additionally, officers have considered travel options that can be communicated to people when considering alternative groups and activities.</p>

	<p>By complying with section 2 of the Care Act: in performing its prevention duty “a local authority must have regard to the importance of identifying services, facilities and resources available in the authorities area and the extent to which the authority could involve or make use them in performing that duty”, there is an understanding in adult social care of what groups and activities are available. Social care staff and partners can use the digital tools (connect to support and Joy platform) to find out about groups and activities within communities along with local knowledge and connections. A discussion with the individual first helps to understand the support needs and areas of interest so that relevant groups and activities can be identified.</p> <p>There are three Market Development Officers within Kent Adult Social Care Commissioning. The postholders work with communities to understand the local needs profile and to identify, encourage and support those interested in identifying, nurturing and setting up compliant micro enterprises that support and deliver the care needs of Kent residents and support KCC’s Commissioning Intentions for Adult Social Care. This can include groups and activities.</p> <p>There are also services such as <a href="#">Positive Wellbeing</a> which is delivered by Community Connectors from across a range of services and community organisations. Support is offered face-to-face, by telephone or video appointments for up to 12 weeks. It aims to reduce social isolation and loneliness, enhance quality of life, and improve overall wellbeing. Support is given by signposting residents to various organisations, groups, clubs and events and attending alongside the resident where appropriate. The main objectives are to reduce isolation and loneliness in Kent, improve wellbeing, reduce demand on health and social services.</p> <p>There are community wardens that know their communities and play a role in connecting people.</p> <p>An additional mitigation identified following the consultation was to develop an information, advice and guidance campaign to help people know where and when the access support.</p>
Those who are unable to travel or due to lack of public transport would not	Transport was a concern raised during the consultation, in that if people do need to travel to

be able to attend classes, groups	<p>alternative groups and activities transport can be a barrier.</p> <p>The concerns around transport have been considered following the consultation, if transport is identified as a barrier, social care teams use the <a href="#">KCC transport scheme</a>, which provides information on locally run and managed transport schemes across Kent. Through the scheme there is encouragement and grants for parishes, charities, and community groups can to set up <a href="#">community transport schemes</a>. Social Care teams also have a list of transport providers for health-related travel, such as appointments, hospital discharge.</p> <p>If proposals are implemented, that we will need to work with providers to prioritise groups and activities in areas of deprivation, diversity and known transport issues.</p> <p>There will continue to be support available for people assessed as needing medium to higher levels of support.</p>
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Feedback	KCC Response
<b>Theme: Lower needs</b>	
Could miss out those with lower needs on paper, and they'll quickly become higher needs needing support, low level support is really important	<p>We have responded to the related concern that the proposals may be “short –sighted” above.</p> <p>As outlined in the cabinet report, there was modelling undertaken to understand the potential impact of the proposal. The targeted approach is on people with medium to higher levels of need to prevent them from needing social care more quickly. For people assessed as needing lower levels of support, there are a range of mitigations that are available. Following the consultation and understanding these concerns, there will be a campaign to help people understand where they can go for information, advice and guidance ensuring Kent residents are aware of the low-level support that is available.</p> <p>KCC is complying with broad statutory responsibilities in providing information, advice and guidance and this is outlined in the cabinet report.</p>
Low level support is vital to prevent people going onto mid or higher level support, working with	A range of alternatives/mitigations have been identified which will continue to support to people assessed as needing lower levels of support and these are available in person. They include:

people face to face provides reassurance, rather than sitting at a computer or over the telephone, interaction will not be the same.	<ul style="list-style-type: none"> <li>• Adult Social Care Connect which can provide this type of support. As part of the vision to "keep people close to their communities", community clinics have been set up or are planned.</li> <li>• There are other free services such as Kent Enablement Services. Which provides weekly sessions in key locations across Kent helping people with accessing information and advice, help with letters, bills, finding groups and activities, college and education courses, paid and voluntary employment, information about keeping safe, housing, wellbeing, benefits and help with making phone calls. The service is currently underutilised as the sessions are not well promoted and has the capacity to create more sessions and locations if there is more demand.</li> <li>• Social Prescribing is designed for low-medium needs (health funded).</li> <li>• There are a range of community activities and opportunities provided outside of these contracts for people to interact in person in which people can be signposted to.</li> </ul>
How do you know who needs medium/higher level of support? What will be the definition of high needs. Concerns initial assessment of low needs might actually be high needs etc	<p>The criteria or triage prompts were co- developed and agreed with Providers to ensure standardised usage across all contracts.</p> <p>Level 1 (low level) Promoting wellbeing – supporting and encouraging individuals to look after their health and wellbeing.</p> <p>Level 2 (medium level) Promoting independence – short term support so that individuals are then able to carry on with their lives as independently as possible.</p> <p>Level 3(higher level) Supporting independence – for those requiring ongoing social care support, helping them to live independently, do as much as they can for themselves and in their own homes where possible.</p>

Feedback	KCC Response
<b>Theme: Impact on people</b>	
Over 55s need support, more than we may think	We acknowledge that the over 55 population is significant in Kent and rising rapidly and that keeping people well for longer will reduce need for adult social care in the future. We understand that older people



	<p>want opportunities to be social as well as to improve physical and mental health and to better connect older people to each other and local things to do in their neighbourhoods.</p> <p>There are a range of alternatives/mitigations that are suitable for people over 55, these include:</p> <ul style="list-style-type: none"> <li>• Ensuring that there is face to face support available and not just digital</li> <li>• As part of digital Kent providing support to people to build digital confidence</li> <li>• Groups and activities that are suitable for people to access and considering concerns such as transport.</li> </ul> <p>Public Health has recruited a role that will lead specific projects which will enable older people to stay living in their homes, participate in activities they value and contribute to their communities for as long as possible.</p>
<p>Impacts on people: will affect too many people</p>	<p>The Wellbeing Service and Community Navigation received around 26,525 referrals in 24/25. It is estimated the services will have capacity to support 7,721 people. It is estimated that 18,804 people could be impacted by the proposal. We have explained elsewhere the alternative available means of support.</p> <p>There are also a number of other services that are not included in the scope of the consultation and will continue to support people needing these services.</p> <ul style="list-style-type: none"> <li>• Wellbeing Services in the Community for people with dementia and their families</li> <li>• Wellbeing Services in the Community for those with a physical disability</li> <li>• Wellbeing Services in the Community for adults with sensory impairments</li> <li>• Mental Health Wellbeing Services in the Community (with the exception of the Innovation Fund)</li> <li>• Community Navigation for Carers.</li> </ul> <p>We acknowledge the impacts that these changes will have on people (in particular those with lower-level needs) who are currently accessing, or who would access, the services concerned. The reasons why</p>

	KCC considers it appropriate to make these changes are explained in the cabinet report.
Carers support very important; navigation helps the carers/support for carers	There is a community navigation service for carers which is not within scope of this proposal and will continue to support people needing these services.
Dementia support  There is a distinct lack of community support for people living with dementia and frailty. To stop these services, in the context of an already overburdened and ineffective health and social care provision would be catastrophically detrimental.	There are a number of contracts out of scope of the consultation and will continue to support people needing these services, this includes Wellbeing Services in the Community for people with dementia and their families.  This service has a particular focus on supporting those with a dementia diagnosis and their families. The service provides dementia cafes for individuals living with dementia and their carers. Dementia peer support groups where individuals in the early to middle stages of their condition can meet and share experiences and offer mutual support and advice. Social opportunities and befriending services.
Suicides increasing/wouldn't be here without the support/deathly consequences	The Suicide Prevention team is part of the Public Health department, funded by the ICB and a Kent and Medway joint programme. The programme aims to reduce suicides by implementing the local <a href="#">suicide prevention strategy</a> . It funds local services, supports research, analysis, quality improvement projects, and offers system leadership to aid those struggling with mental health issues and suicidal thoughts in Kent & Medway.  Working with partners across the Integrated Care System, we ensure local support is available by identifying major risk factors through research and analysis. We also enhance awareness among professionals about suicide prevention and their roles in it.

Feedback	KCC Response
<b>Theme: Digital</b>	
Older people and some of those with disabilities unable to / won't use online, will not be signposted, and will get missed out	Digital is a way in which people can access information, advice and guidance. But we acknowledge that this cannot entirely replace in person contact and support. Digital platforms such as Connect to Support and Joy social prescribing can also help organisations and staff get the right information to support people.

	<p>There is a range of sources of face-to-face support available via Adult Social Care Connect which can provide visits and holds clinics, Kent Enablement Service which has regular sessions across the county.</p> <p>Digital Kent is working to improve digital inclusion and capabilities in the county of Kent. <a href="#">Digital Kent   Digital Inclusion &amp; Capabilities</a></p>
Connect to Support Platform not user friendly	<p>There was some feedback that the <a href="#">Connect to Support</a>. The following points were raised and have been addressed:</p> <p><u>Accuracy and information being up to date:</u> Feedback on information going out of date on the site pages and on the directory.</p> <p><u>Action:</u> We reinstated an automatic review function; this will email us to say a page has reached its renewal date and needs checking.</p> <p><u>Community Directory new entries:</u> These are checked once a week for updates to be signed off or new entries to be checked and approved.</p> <p><u>Community Directory Search:</u> Feedback was received on the search function of the community directory and the difficulty for organisations to find the 'add listing button'.</p> <p><u>Action:</u></p> <ul style="list-style-type: none"> <li>• The platform provider has split the search box into subject and postcode to narrow down the search results and make it more accurate.</li> <li>• The platform provider has installed an information box we can edit, this contains tips on using the search function, a link to the new interactive asset map and also details of how to add a community directory entry.</li> <li>• The 'create a listing' button has been renamed to 'create a directory entry' to make it clearer and the button is to be moved up the screen to improve visibility.</li> </ul> <p>Since we have developed Connect to Support, there has been a further development - Joy is a digital social prescribing platform, with a variety of aspects that can be used by both professionals and Kent Residents to help navigate the complex health and social care system, and the support available to both individuals and communities. Kent and Medway Integrated Care Board have funded a 15-month pilot for primary care teams, including GP Practices and their Social Prescribers to use the system.</p>

	<p>Joy Connect – sits on top of the primary care clinical system, and allows GP practice staff, including Social Prescribers, to refer directly to community support in the local area. This will reduce the need for primary care staff to search through large directories and service websites to find and refer people for support.</p> <p>The marketplace is an online public facing directory, which enables Kent &amp; Medway residents to type in their postcode, filter categories and find local support available to them, and self-refer to support.</p> <p>Kent County Council have identified an opportunity in building upon the existing work for the Kent and Medway Integrated Care Board pilot, to reduce internal and system duplication in the signposting and referring space and explore opportunities for adult social care staff to use the system.</p>
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Feedback	KCC Response
<b>Theme: Areas of deprivation</b>	
Concerns raised about lack of support and services in areas of deprivation which could increase health inequalities	One of the strategic objectives is to ensure that services are responsive to greatest need. If proposals are agreed, we will work with the providers to consider how the services can best target the support in areas of deprivation by using insights and data.

Feedback	KCC Response
<b>Theme: Wellbeing and independence</b>	
Independence: current service helps older people maintain their independence and to live in their own homes	<p>Support for individuals with medium and higher levels of need will not be affected and there will continue to be an initial point of contact available for those with lower needs which will be able to signpost these individuals to relevant support (provided via online and telephone). In addition to these, and other alternative information, advice and signposting services, there are a range of KCC services that will continue to provide support to older people that will help them maintain their independence. Services include:</p> <ul style="list-style-type: none"> <li>• Technology Enhanced Lives, which utilises a range of assistive technologies to support independence and safety.</li> <li>• To help older people with social isolation, and improving physical and emotional wellbeing, there is <a href="#">Positive Wellbeing</a>, delivered by a delivered by Community Connectors from</li> </ul>

	<p>across a range of services and community organisations.</p> <ul style="list-style-type: none"> <li>Public Health currently fund <a href="#">Fall prevention courses - Kent County Council</a> which help people keep moving, strong and balanced. The Public Health team at Kent County Council (KCC) have just completed a public consultation on proposed changes to this Postural Stability Service in Kent. Proposals do not entail making any savings. The proposal is to change the service so it can be used by more people, more locally to them, and earlier in life so they are able to get the most use out of the help on offer to stay well, fit, mobile and independent for longer.</li> </ul> <p>During April '25 Public Health recruited a role that will lead specific projects which will enable older people to stay living in their homes, participate in activities they value and contribute to their communities for as long as possible. This is a new role which will work with partners health, social care and district councils. The role will lead work with partners to understand the extent to which Kent districts are 'Age Friendly Communities' – places where people are enabled to stay living in their homes, participate in the activities they value and contribute to their communities for as long as possible. The WHO's Age Friendly Communities framework has 8 domains and there is a four-step process for places to go through to embed age-friendly ways of working which this postholder would be responsible for. <a href="#">What's an Age-friendly Community?   Centre for Ageing Better</a></p>
What will happen to our wellbeing activities, these groups are essential for our wellbeing, as a carer I need the time away from my caring duties and these groups help with both my physical and mental health and stops isolation	<p>If you give unpaid care to someone who is over the age of 18 you can ask for a <a href="#">carers assessment</a>, information taken during the carers assessment is used to develop a support plan to help you carry on doing the things that are important to you and your family. The plan will detail what help from the council you are entitled to, as well as other places to get help. This can include the groups and activities that allow you to have a break. The carers contracts in Kent are not in scope these proposals.</p> <p>As explained above there is a broad range of groups and activities provided outside of these contracts in which people can access across Kent.</p>

Feedback	KCC Response
<b>Theme: Data and evidence</b>	
Is there data and evidence to support the proposals?	<p>KCC has a range of data which has been considered and used to model the potential impact as outlined in the cabinet report. There is a demand and future demand supporting document attached to the Prevention Framework cabinet report.</p> <p>As part of the contract with the lead organisations there are regular contract meetings and data is collected. This includes information on the outcomes for those receiving the service, referrals information, outputs, level of need, equality information and case studies.</p>

Feedback	KCC Response
<b>Theme: Collaboration</b>	
Needs a joined up approach, collaboration, enhance community partnerships	<p>There is a continued focus on prevention work for our communities, and this is set out in the draft 2025-2035 Prevention Framework which we have been co-designed with VCSE, Partners and Kent residents. The Framework sets out the longer-term, future approach to prevention. It is proposed that the Framework is first approved before taking this decision.</p> <p>There are regular discussions with Health and Public Health on opportunities for a more joined up approach. This is documented in strategies such as the <a href="#">Kent and Medway Social Prescribing Strategy</a></p>
The timing of these proposed changes causes a lot of concern and do not have seen to have been considered holistically– KCC have already reduced the number of Community Wardens and the locations in which they work. The wardens, although not labelled as community navigators, undertake a very similar role and again play a preventative role. Many agencies would refer a vulnerable older person	<p>The Community Wardens provide valuable support to local communities and there are a variety of community-based roles both in and outside KCC that provide similar information, advice and guidance support to both individuals and communities.</p> <p>Strengthening community resilience and partnerships' is one of the focus areas in the '<a href="#">Making a difference everyday</a>' Kent Adult Social Care strategy (2022-2027). The core purpose outlined in this strategy is supporting people to lead the lives they want to live, and in a place they call home, by putting people at the heart of everything we do. Promoting an individual's wellbeing, preventing, reducing or delaying the development of the need for care and support is core to Kent's way of working, in line with the <a href="#">Care Act</a>.</p>

for support to either these care navigator services or Wardens, when they don't reach the threshold for adult social care support.	<p>Working in partnership with Public Health and Growth, Environment and Transport (GET) directorate in the Council which is where Community Wardens work to consider the Council approach to prevention. This in addition to other services provided by the Council such as libraries, green spaces which all play a role in prevention.</p> <p>There is a Prevention Delivery Group which considers what prevention work is underway which could be strengthened and what else might be done with individuals, groups of people, communities and at a whole population level to increase health and wellbeing and change the trajectory of care needs for residents.</p>
As our partners look to develop an Integrated Neighbourhood Team Model, all these changes would be a huge step backwards for integrated multi-system care and the shift left towards prevention, which national policy now demands.	<p>The publication of the NHS 10 Year Plan sets out the intention to make three critical shifts in the way health services are provided:</p> <ol style="list-style-type: none"> <li>1. From hospital to community</li> <li>2. From analogue to digital</li> <li>3. From treatment to prevention</li> </ol> <p>These shifts are further supported by a drive to deliver place-based neighbourhood working, where multidisciplinary teams work in partnership to deliver integrated care</p> <p>The draft Adult Social Care Prevention Framework 2025-2035 recognises the value of neighbourhood working, and Adult Social Care have representation within local Health and Care Partnership meetings where Integrated Neighbourhood Teams are developing. We are working to integrate and align our working with health colleagues, including the sharing of detailed data and research undertaken as part of the Prevention Framework on Patient Need Groups using the Johns Hopkins Risk Stratification Tool and the Kent and Medway Care Record (KMCR).</p>

Feedback	KCC Response
<b>Theme: Mitigations</b>	
It would be good to see a serious plan to look again at how referrals, information provision and support have changed and the impact this has	The Adult Social Care Connect service has been redesigned with a stronger focus on helping to connect people with information and support in a timely way, with the following values at the core of the service:

<p>had - in order to inform a genuine effort to look at a more effective and connected set of arrangements.</p>	<ul style="list-style-type: none"> <li>• Think Independence and Enablement First</li> <li>• Make Practice-Led Decisions</li> <li>• Keeping People Close to their Communities</li> </ul> <p>The staffing model within the service reflects the ambition to strengthen the connectivity of front door services with the wider network of providers and partners working within local communities, with Social Care staff embedded in each hub to support the delivery of initial assessment conversations within people's homes and at community clinics, and to connect people to community-based support and information.</p> <p>This includes the establishment of a "duty system" where focused resource is allocated on a daily basis to support people with information and referrals either without a more detailed assessment conversation, or while this conversation is scheduled. In North Kent, where this system was first trialled, 31.8% of cases were able to be resolved at contact between October and December 2024 (compared to an average of 20.8% for the year prior to the go-live of Adult Social Care Connect). This system has now been implemented across all four ASC Connect Hubs.</p>
<p>Yes go back to central one stop shops where access and signposting of services is available in central shopping locations or places accessed by all in the community. These worked well for all. Local services provision for all types of support was available and on hand.</p>	<p>As part of the vision to "keep people close to their communities", community clinics have been set up or are planned.</p> <p>The purpose of these clinics is to establish effective community interfaces between ASC Connect and wider community services, and to provide alternative settings in which to undertake initial conversations with people referred to ASCH for information and support and enable organic connections with local service providers.</p> <p>The current clinics are in Ashford and Canterbury and Thanet and South Kent Coast, and two additional clinics from August are in North Kent (Gravesend Civic Centre and New Ash Green). Options being explored for West Kent, two locations were tested in Spring 2025 (Tunbridge Wells and Maidstone), however these were not utilised and paused as other locations are being considered.</p> <p>In addition to the clinics provided through ASC Connect, Kent Enablement Service also offers a free helpdesk service providing information and advice on support services, charities and local groups.</p>



Feedback	KCC Response
<b>Theme: Consultation</b>	
<p>How much has the consultation cost in total?</p> <p>Will the total cost of the consultation be published?</p>	<p>To ensure that people could engage with the consultation and recognising not everyone could use the consultation online platform, hard documents of the consultation material were produced. This includes the design and printing of posters to promote the consultation and questionnaires, the total cost was £5,938.</p>
<p>Consultation is a done deal, no need to consult as decision already made</p>	<p>The point of consultations is to ensure that people have the opportunity to put forward their views and are a legal requirement. No decisions have been made. Outcomes from consultation will be presented to the Cabinet Member for Adult Social Care to consider and take a decision.</p>
<p>Consultation document not very easy to understand</p>	<p>The consultation document was developed to provide as much information about the proposals as clearly as possible so that people could respond in a fully informed way.</p> <p>To support people with the consultation, an easy ready version was developed, contact point within KCC to find out more information, drop in sessions where people could ask questions and get help with completing the consultation questionnaire and KCC officers attended groups and activities to talk to people.</p>
<p>How does the feedback get recorded, and is it actually taken into account?</p>	<p>Outcomes from the consultation have been used to update the EQIA and consider any other options that have been identified. We are also using this document to respond to points raised during the consultation.</p>
<p>Conflict of interest regarding prevention and policies and strategy talk about how we need to improve prevention and then proposing to reduce preventive services it doesn't make sense. If people don't get the support they need early then they will go straight into mid, high level and crisis which is much more expensive.</p>	<p>We have developed these proposals to reduce duplication, ensure prevention services are more efficient, targeted and making best use of limited resources, there is focus on people and areas with the greatest need and contribute towards savings that deliver a balanced budget for KCC. We have also taken into account the proposed overarching and longer-term (2025-2035) ambition, as set out in the draft Prevention Framework. KCC's decision report discusses officers' assessment of the proposed changes to Community Wellbeing and Community Navigation against each of the five 'approaches' in the draft Prevention Framework.</p>

Feedback	KCC Response
<b>Theme: Staffing and Volunteer impact</b>	
Community Navigators / the workers on the ground are skilled, trained, and experienced, and should not be replaced or lost	<p>When developing the proposal there were discussions with the providers in scope to understand the impact of proposals such as workforce and redundancies. If the proposals are implemented, providers stated that they will work with subcontracted partners to explore where staff and skills can be retained.</p> <p>However, there is a risk with the proposal that there will be redundancies as outlined in the cabinet.</p>
The voluntary sector has lots of volunteers, will KCC or the alternative services have volunteers?	<p>Volunteers play a valuable role in Kent. If proposals are implemented, we shall work with providers in scope to see how volunteers can continue in the redesigned service or alternative services. There is also a way to connect people who currently volunteer or interested in volunteering <a href="#">KCC volunteers</a>.</p> <p>Volunteer opportunities also available <a href="#">Kent Volunteers</a> by area or interest.</p>