

Report to: **Adult Social Care Scrutiny Committee**

Date: **3 September 2010**

By: **Director of Adult Social Care**

Title of report: **Stakeholder engagement**

Purpose of report: **To inform members about stakeholder engagement activity over the past year and to make recommendations about how engagement might be carried out in the future.**

RECOMMENDATIONS

The Scrutiny Committee is recommended to:

- 1. support the review of stakeholder engagement proposed in the report;**
 - 2. provide their feedback on engagement activity which has worked well, to inform the review of stakeholder engagement; and**
 - 3. consider how they would like to be involved in reviewing Adult Social Care engagement activity, to develop a sustainable approach for the future.**
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1. Financial Appraisal

1.1 As part of Reconciling Policy and Resources, Adult Social Care ringfenced £45,000 in 2010/2011 to deliver activities including the "Closer to Home" staff and stakeholder engagement events (joint events with East Sussex PCT's) and staff engagement events.

1.2 In addition, £10,000 has been allocated to support the East Sussex Seniors Association (ESSA) and £18,410 to fund the seven Older Peoples' forums (£2,630 per forum).

1.3 County Council has set a target to review and deliver 20% savings over the next three years in support service activities; stakeholder and staff engagement activity falls within the support services review.

2. Background and Supporting Information

2.1 Given the current financial climate, there is a need to review Adult Social Care investment into engagement activity and the resources which support it.

2.2 Adult Social Care has developed its approach to stakeholder and staff engagement over recent years. As a result, the department is aiming for a judgement of 'excellent' for its 2009/2010 performance against the outcome of 'Making a positive contribution'. This

outcome is one of the seven outcomes through which the Care Quality Commission (CQC) annually assesses Adult Social Care performance.

2.3 Appendix 1 provides examples of Adult Social Care engagement activity undertaken over the last 12 months. The list is intended to provide Scrutiny with examples of the range, depth and variety of engagement approaches undertaken by Adult Social Care.

2.4 In July 2009, Adult Social Care commissioned a review of its engagement activity in order to ensure that service users, carers and communities are engaged with in a meaningful, transparent, consistent and efficient way. The review provides a solid foundation upon which to develop future options.

2.5 Adult Social Care will establish a baseline of dedicated engagement resources, both financial and staffing, including partner contributions. Joint working with the PCT's around stakeholder engagement will need to be considered in light of the recent NHS White Paper.

2.6 In September 2010 the County Council will commence a review of Communications across all departments and this review is likely to consider some elements of engagement. At the time of writing the final scope of the review is yet to be confirmed.

2.7 Managing stakeholder expectations will be a critical success factor in the transition from current levels of activity to a revised 'offer'. This needs to be done transparently. One option to be considered by Adult Social Care and the broader County Council is to hold a consultation event for stakeholders, to achieve a common understanding of the need to redefine how engagement activity will be undertaken going forwards, and to agree the most effective way of achieving this.

3. Conclusion and Reasons for Recommendations

3.1 Adult Social Care has a good record of effective stakeholder engagement which has been reflected by the Care Quality Commission. Adult Social Care now needs to redefine the level of stakeholder engagement which can be undertaken within the constraints of shrinking resources. This needs to be done transparently and in partnership with stakeholders.

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Background Documents: None

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Examples of Adult Social Care engagement activity undertaken during 2009/2010:

- 5,300 service users have provided feedback on the services they received; For example, in response to community based learning disability service users commenting that they did not like it when staff turned up late, the service has introduced a standing agenda item at team meetings where staff are reminded to ensure that they telephone in if they are delayed so that service users can be kept informed.
- 150 delegates at the Older People's Engagement Day informed the Time of Our Lives Action Plan for 2009-2011 ensuring priorities for the plan were set by older people's experiences and views.
- 187 people attended the Supporting People Cafes, in response to people's views the specification for sheltered housing was revised.
- The Putting People First Older People's Reference Group meets quarterly to advise Adult Social Care on older people issues relating to personalisation. There was a full consultation on the Self Assessment questionnaire and as a result significant changes were made.
- The first "Through Our Eyes" learning disability service user inspection took place in October 2009. 10 inspections were undertaken in day and respite services,
- 284 organisations responded to the Improving Life Chances Strategy consultation and 200 members of the Disabled People's Participation Group and health user bank attended consultation events. Forty eight people were involved in focus groups, additionally 160 people with sensory impairments attended consultation events. The on-line consultation included a large print version and an audio version (MP3) of the consultation form. The Strategy was launched in November 2009, and a Partnership Board with key stakeholders has been formed and an action plan drafted.
- Two large consultations were undertaken as part of the Carers Commissioning Strategy refresh. In February 2009, 3,200 surveys were distributed and two focus groups held. The Council website was updated with feedback and a leaflet outlining key findings
- A Day Services and Work Group involved eight service users who reviewed the re-commissioning of day and vocational mental health services.

- In response to reported comments from service users who were unhappy about treatment from other service users, the learning disabilities respite service developed a “Code of Respect” between service users and staff.
- 227 disabled people are members of the Disabled People’s Participation Group (DPPG), established through East Sussex Disability Association, ASC, PCTs and Children’ Services. The DPPG has been involved in the Improving Life Chances Partnership Board, the Inclusion Advisory Group (IAG), personal budgets pilot, User-Led Organisations consultation, Forward from 50 evaluation and a number of Equality Impact Assessments, PCT Mental Health re-tendering and PCT Expert Patient recruitment. As a result of user feedback, changes were made to the personal budget pilot.
- Partnership Boards feedback on Adult Social Care priorities informed the 2010/11 business planning and reconciling policy and resources process and their views shared with Cabinet.
- The Inclusion Advisory Group (IAG), advises ASC managers on making services as accessible as possible to people on the basis of age, gender, including transgender, race and ethnicity, culture, disability, sexual orientation and religion or belief and other diversity issues. It has members from a range of customer led organisations including Care for the Carers, ESSA, the DPPG and Friends, Families and Travellers and has held four meetings. The group has given feedback on the Self-Directed Support (SDS) pathway and tools, Advocacy, Home care re-provisioning and ASC Leaflets.
- Four Joint ASC and PCT Closer to Home events in December 2009 were attended by 203 representatives from statutory, voluntary, independent and user representation groups outcomes include:
 - The information on falls and falls prevention informed the joint NHS and ASC Falls strategy was finalised in March 2010.
- In 2009, more than 600 older people completed a questionnaire and many more attended events asking people about their housing needs in the Lewes District. The survey indicated most people would prefer to receive support in their own home, rather than move to purpose-built housing or a care scheme. From this the Housing & Support Strategy for older people in Lewes District has been developed in partnership with representatives from the Lewes, Seaford and Meridian seniors’ forums. An action plan was developed and this is being consulted on.