

Report to: **Adult Social Care and Community Safety Scrutiny Committee**  
Date: **8 September 2011**  
By: **Director of Adult Social Care**  
Title of report: **Stakeholder engagement**  
Purpose of report: **To update members about stakeholder engagement activity from April 2011 to September 2011**

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## RECOMMENDATIONS

The Scrutiny Committee is asked to:

1. **Consider and comment on the stakeholder engagement activity within this report**
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### 1. Financial Appraisal

1.1 As part of the Reconciling Policy and Resources process for 2010/2011 Adult Social Care delivered £35,700 of savings by reducing the cost of engagement activity (see March 2011 Scrutiny update).

### 2. Background and Supporting Information

2.1 Adult Social Care use a range of engagement approaches to ensure we continue to engage with staff, service users and carers, organisations and residents. Outcomes from our consultations and engagements are fed back to stakeholders through quarterly consultation updates (see Appendix 1).

2.2 We are currently reviewing the Engagement and Involvement Strategy to ensure our engagement activity is cost-effective and inclusive. This includes looking at the engagement groups we run and their terms of reference and updating the joint Reward & Recognition Policy with the NHS. The updated strategy will be published before the end of 2011.

2.3 In order that we can be accountable to our local communities, we are asking people what information they would like to be provided in an annual Local Account. We are also asking how they would like this information to be presented. Views have been sought from engagement groups across East Sussex, including the Local Involvement Network and will continue to be gathered through to November 2011.

2.4 For the first part of this year, a range of events-related engagement activity have been undertaken, these include:

- **Feedback report from the 50+ Focus events published, (Jointly organised with the East Sussex Seniors' Association)** A report summarising the main issues and ideas covered at the four engagement events for older people was published in May. All of the 350 people who attended received a copy of the report. What people told us at the event will inform the development of the next action plan relating to the 'Time of Our Lives' strategy, which aims to improve quality of life for people over fifty.
- **Provided feedback following the Closer to Home events, (Organised jointly with the PCTs).** Following the two events in March, we have taken questions that couldn't be answered on the day and produced a Q&A which has been shared with all attendees. 25 questions were answered, covering topics such as Tele-health, how mental health and Adult Social Care work together, eligibility criteria and much more.

- **Held two staff engagement events.** Two events held at the end of March updated staff on the budget position, integration with health, the Lean project and the changing nature of performance and monitoring arrangements for Adult Social Care. A Question and Answer response was prepared to address questions from the events that couldn't be answered on the day. This was emailed to all staff and is available on the intranet. Four further staff engagement events are planned for 4<sup>th</sup>, 7<sup>th</sup>, 10<sup>th</sup> and 14<sup>th</sup> October. The focus of these events will be Project Pathway, which is looking at the roles, responsibilities and skills of the staff who deliver the self-directed support pathway.

2.5 We have built on the successful models of engagement groups to develop:

- A **Lesbian, Gay, Bisexual and Trans (LGBT) Health and Social Care Group**, this group have commented on the development of the Adult Social Care local account;
- A **Mental Health, Spirituality and Faith forum**, who have discussed ways to link in with local faith groups and exchanged ideas in how to achieve change and influence policy in mental health services;
- A **Personalisation User and Carer Advisory Group (PAG)** to support the development of personalisation, they advise the Personalisation Development team and other Adult Social Care managers in areas including all aspects of developing self-directed support, developing the social care market as well as performance standards.

2.6 In addition:

- **We have established an Employee Representation Group**  
15 representatives from across Adult Social Care have been brought together to make up the membership of our Employee Representation Group. The group will tackle issues raised in the 2009 staff survey and new issues raised by staff. Two meetings have been held so far and the group has developed an action plan. Work already undertaken includes improvements to the way information is communicated on the intranet and improvements to the induction process for managers.
- **Reviewed the Disabled People's Participation Group (DPPG)** focus to better align itself to Health Watch (ready for when the service starts). This includes looking at how the Steering Group communicates with and engages all members of the group. One of the aims of the group this year is to increase membership and to get more members actively involved in consultation, focus groups and as representatives on health and social care committees and boards.
- **Expanded the Inclusion Advisory Group (IAG)** (a forum of 'critical friends' who work in partnership to critique Equality Impact Assessments) to include members who will bring in knowledge of migrant communities; Gypsy and Traveller communities; lesbian, gay and bi-sexual perspectives on service use; and (BME) mental health issues. Meetings will also be happening more frequently this year to meet demand, with eight meetings planned from August onwards.
- **Involved users and carers in scoring Commissioning Prospectus' applications**  
In December last year we gathered together service users and carers to discuss what they wanted to see in applications made through the Commissioning Prospectus. The group then developed a question to be included in the application forms and a list of scoring criteria for marking applications against. In May most of the group again contributed their time to the project. This time they put the scoring criteria into action and scored their question as part of grant applications made through the Prospectus.

### 3. Conclusion and Reasons for Recommendations

The Scrutiny Committee is asked to consider the content of this report, there are no specific recommendations arising from this update.

**KEITH HINKLEY**  
**Director of Adult Social Care**

Contact Officer: Samantha Williams

Tel No. 01273 482115

## Appendix 1

# April 2011 edition

Welcome to the Adult Social Care consultation update. There aren't any open consultations as this is written, but we have updates on some closed consultations and quite a number of upcoming ones planned for the new financial year that starts in April. There are also details on a research project that is running for a few weeks in March and early April.

If you want more information on any of the consultations covered in this update please visit our website ([www.eastsussex.gov.uk/haveyoursay](http://www.eastsussex.gov.uk/haveyoursay)) or get in touch with the named contact for that consultation.

Alternatively you can contact the Consultation and Engagement Team on the details at the top of this page or write to us at: Consultation, Adult Social Care, North Block – A Floor, County Hall, St Anne's Crescent, Lewes, BN7 1UE

## Consultation updates & results

### Managing the community care budget

This consultation covered proposals to change the Eligibility Criteria that we use to decide who receives Adult Social Care support and to the way we calculate Disability Related Expenditure (DRE).

After the consultation was launched on 5 January 2011 the department's financial situation became clearer. A decision was made at the County Council meeting on 8 February 2011 that adult social care in East Sussex should remain available to people with substantial and critical needs. This meant that the proposal to only fund people with critical needs would not need to go ahead.

A consultation report has been prepared on the DRE proposals. This will support a briefing paper that was due to be considered by the Lead Member for Adult Social Care in March. These papers will be available on our website shortly and we will provide an update in the next newsletter on the final decision and what people told us during the consultation.

**Key contact:** [communitycarebudget@eastsussex.gov.uk](mailto:communitycarebudget@eastsussex.gov.uk) and 01273 481 565

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## Improving support for people with learning disabilities

We wanted to know what you thought about our 'big ideas' to improve support for people with learning disabilities, and their families. The Council and the Primary Care Trusts in the county have joined together to write a plan for the next three years, from 2010 to 2013.

We are now considering all the comments and contributions we have received. We hope to be able to present the final strategy to the Learning Disability Partnership Board on 22 March.

The final step of the approval process is getting the Council and the Primary Care Trusts to approve the strategy.

You can download the draft Joint Learning Disability Commissioning Strategy for 2010/13 or an easy read summary here:

[www.eastsussex.gov.uk/yourcouncil/consultation/2011/default.htm](http://www.eastsussex.gov.uk/yourcouncil/consultation/2011/default.htm)

**Key contact:** [suzanne.culling@eastsussex.gov.uk](mailto:suzanne.culling@eastsussex.gov.uk) and 01273 336 217

## The 'Living longer, living well' strategy

The commissioning strategy that sets out local plans to improve health, social care and housing support services for adults in later life and their carers over the next five years has been approved. The document is called 'Living longer, living well'.

Between June and August 2010 adults in later life and their carers, staff, health partners and the voluntary sector were asked for their views on the draft Joint Commissioning Strategy 2010-2015. Their views were gathered in a number of ways:

- A consultation event attended by 41 people (including staff).
- Council and NHS staff attendance at relevant meetings with feedback from 14 meetings or events and four written comments.
- A questionnaire available on the Council website which was completed by 19 people (76% agreed that the strategy would help adults in later life and their carers – the question was answered by 17 people).

The table below shows a summary of the changes or suggestions made by general topic area.

Topic area	Number of comments
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Link better to other strategies and organisations	17
Housing including own homes, extra care and supported	16
Service improvements	15
Strategy document changes	14
Support, advice and information	14
Mental well-being and depression	12
Carers	10
Equalities and equal access	10
Self-funders	8
Residential and day care	8
Handyperson scheme	7
Transport	7
Language barriers	7
Prevention	7
Dementia	7
Role of the community	7
Rural areas	6
Service innovation	6
Involving people	6
Who is covered by the strategy	5
Best practice – locally and other counties	3
Adaptations	2
Not enough specific actions	1

Changes made to the strategy as a result of the consultation include writing an overarching paragraph in the strategy which reinforces the commitment to improved accessibility, use of sustainable transport and getting the most out of all our transport resources. Another suggestion was to include a separate statement on carers in the vision statement or actions. Since the carer's strategy already addresses these issues, we've strengthened the links between the two strategies.

You can download the strategy at the following link (just select commissioning strategies):

[www.eastsussex.gov.uk/socialcare/policiesandplans/](http://www.eastsussex.gov.uk/socialcare/policiesandplans/)

**Key contact:** [geraldine.o'shea@eastsussex.gov.uk](mailto:geraldine.o'shea@eastsussex.gov.uk) and 01273 482 751

## Upcoming consultations

### The Telecare strategy

Telecare is the new name for advanced community alarm services. It plugs into the user's telephone line and links to sensors that can detect things like fires and smoke, bogus callers and falls.

We are working on a strategy which will set out our plans to develop and improve Telecare services over the next three years. The consultation will seek the views of users funded by us, users who fund the service themselves, carers and interested organisations such as voluntary groups.

What people tell us will inform the development of the Telecare Strategy. We are planning to start the consultation period in April.

**Key contact:** [esme.hilliard@eastsussex.gov.uk](mailto:esme.hilliard@eastsussex.gov.uk) and 01273 482 750

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## The new Adult Social Care web pages

In April 2010 we held a series of focus groups to find out what people thought about the health and social care information available on our website. We used what people told us to develop the way we arrange information and how we explain things.

Our updated section of the website is expected to launch in early July. We will be holding some more focus groups towards the end of May to find out what you think of the new look and make improvements before it goes live.

If you are interested in taking part please contact us during April.

**Key contact:** [louise.compagnone@eastsussex.gov.uk](mailto:louise.compagnone@eastsussex.gov.uk) and 01273 335 690

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## Evaluating the new Isabel Blackman Centre

In November 2009 the Council confirmed its plans to develop a 'community hub' at the Isabel Blackman Centre. The new centre opened to service users in August 2010 and to the public in January 2011.

Age UK East Sussex & Newhaven Community Development Association run the Centre on behalf of the Council.

Now that the IBC has been open again for more than six months we want to find out if we have achieved our aims to work in partnership

and provide day opportunities in a new way. We plan to ask organisations involved in the development of the centre, day opportunities service users, carers and community hub users, and local community groups for their views on the centre.

If you have any questions or would like to be involved, please contact us on the details below before 28 April 2011.

**Key contact:** [caroline.moyes@eastsussex.gov.uk](mailto:caroline.moyes@eastsussex.gov.uk) and 01273 336 546

## Engagement activity and events

### Personalisation in East Sussex

The Putting People First programme formally closes on 31 March 2011, after a three year programme where we have introduced self-directed support (SDS) and personal budgets, and begun to increase personalised care and support options.

Developing personalisation in East Sussex is still a key priority, and a number of related projects are continuing during 2011/12 to ensure personalisation is fully embedded in the way we work and continues to meet national priorities. The projects will be organised into two areas of work:

- Choice, Market Development and Engagement (CMDE) – focusing on increasing choice and developing the social care market with projects such as the Homeshare Scheme, micro-market development project and the Online Resource Directory.
- Self-Directed Support (SDS) and Lean implementation – continuing to develop and implement the SDS pathway and tools during 2011 as well as providing ongoing support for practitioners.

In the last issue of this newsletter, we highlighted the different groups that have been consulted about the development of Putting People First and self-directed support. Opportunities to be involved in the development of personalisation in East Sussex will continue over the next year. If you would like to be involved, please contact us on the details below.

**Key contact:** [peoplefirst@eastsussex.gov.uk](mailto:peoplefirst@eastsussex.gov.uk) and 01273 335 670

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**Developing social care and support options in your local area**

Would you like to help shape the support or assistance that is available where you live? We are working with local voluntary organisations, social enterprises and micro businesses across the county to develop more choice for people who need social care and support to maintain their independence.

Social care and support can be described as help given to support older people and younger adults in their daily lives. This includes services which they are unable to provide for themselves, or which family members are unable to provide without additional help. Support can meet high levels of need or can be that 'extra bit of help' that makes a difference to daily living.

Overall, social care and support should help improve people's quality of life and enable them to be independent. It is important that there are a range of options in local areas to choose from so that people's needs are met through services that are right for their situation.

This survey will help to identify the help and activities that are currently available and any gaps that may exist in different areas. We will share this information with existing and new providers so that your ideas can help shape future social care and support provision in your area.

To take part visit the consultation section of our website ([www.eastsussex.gov.uk/haveyoursay](http://www.eastsussex.gov.uk/haveyoursay)) or contact us on the details below.

**Key contact:** [samantha.tullett@eastsussex.gov.uk](mailto:samantha.tullett@eastsussex.gov.uk) and 01273 463 410

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## **Transforming third sector funding to strengthen the 'Big Society'**

Our joint grants-based Commissioning Prospectus for health, social care and wellbeing services is a competitive exercise which includes 20 objectives across six outcome areas and clearly sets out the available investment. We consulted on the project during the summer of 2010 and published the Prospectus on 14 February 2011.

Funding agreements will be awarded in early July. We are currently planning the evaluation activity that will take place after that date.

**Key contact:** [angela.yphantides@eastsussex.gov.uk](mailto:angela.yphantides@eastsussex.gov.uk) and 01273 336 599

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## Older people share their views at four engagement events

This month, over 350 people attended four '50+ Focus' events in Uckfield, Eastbourne, Hastings and Newhaven to refresh the 'Time of Our Lives' strategy.

The events were planned in partnership with East Sussex Seniors' Association (ESSA) seniors' forums across East Sussex, the NHS and other community organisations.

Time of our Lives is about improving and promoting quality of life for older people. The strategy ends in 2012, and to help update it we wanted to hear people's views on what is important and what the priorities are. The first half of the afternoon set the context for the table discussions and there were presentations by senior managers from Adult Social Care, Transport and the NHS. The second half saw conversational café style discussions with eight table themes, where people were encouraged to write priorities and ideas on paper tablecloths. There were also lots of animated discussions as you told us what is important to you.

We will be feeding back to participants with a summary report and later on in the year the refreshed strategy.

**Key contact:** [denise.leary@eastsussex.gov.uk](mailto:denise.leary@eastsussex.gov.uk) and 01273 336 298

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## July 2011 edition

In this issue of Get Involved!, we're asking people for their views on the Telecare service, changes to day services, and how we can develop the social care market in East Sussex. We've also got updates and results from quite a few completed consultations and projects. If you would like more information on any of them please get in touch with the key contact. The next issue will be available in early October and we expect to have details of two or three new consultations for you.

If you want more information on any of the consultations covered in this update please visit our website ([www.eastsussex.gov.uk/haveyoursay](http://www.eastsussex.gov.uk/haveyoursay)).

You can contact the Consultation and Engagement Team on the details at the top of this page or write to us at: Consultation, Adult Social Care, North Block –  
A Floor, County Hall, St Anne's Crescent, Lewes, BN7 1UE

## Consultations and research

### Improving the Telecare service

We are writing a plan to help us improve the Telecare service over the next three years and would like to hear your views. If you use Telecare we would like to know what you think about it. If you don't we would like to know what you think it is and how we could tell more people about it.

Telecare is a community alarm service that uses sensors placed in a person's home, to detect things like fires and smoke, bogus callers and falls.

It's important that we hear from as many people as possible, whether you use the service or not. We are keen to hear your views if you:

- are a Telecare user
- are a carer
- work with older or vulnerable people.

You can complete the survey online or download a copy of the questionnaire ([www.eastsussex.gov.uk/haveyoursay](http://www.eastsussex.gov.uk/haveyoursay)). An Easy Read version is also available.

To request a paper copy of the survey or a copy of the information in a different format – such as large print, braille, or in a different language – please contact us.

**This consultation closes on Friday 12 August 2011.**

**Key contact:** [policy&strategyadmin@eastsussex.gov.uk](mailto:policy&strategyadmin@eastsussex.gov.uk) and 01273 481 565

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### Your views on proposed changes to day services

We'd like to hear your views on proposals for changes to the way day services are offered in the Bexhill, Lewes and Wealden areas.

### **Phoenix Centre, Lewes**

We want to make better use of the Phoenix Centre and its facilities. The aim is to provide better value for money and improved results for service users and their carers.

### **Charter Centre, Bexhill**

We are proposing to close the Charter Centre from January 2012. The centre is currently under used and we believe that it does not provide value for money. On average 47 people use the Charter Centre each week, (a usage rate of approximately 66%).

The day services currently provided at the centre would be provided by organisations in the independent and voluntary sectors instead.

### **Hookstead Centre, Crowborough**

We are proposing to close the Hookstead Centre in Crowborough. The reasons for proposing to close the centre include the limited facilities it offers and our policy to move away from providing residential care ourselves when there are other providers capable of providing the same service.

The current residential respite services would instead be provided by the independent sector and day services would be relocated to the County Council's Bellbrook Centre in Uckfield.

We will be writing to current users of the service at the three centres, as well as their carers and close relatives, to invite them to take part in consultation meetings at the centre. Anyone with an interest in services for older people can take part in the consultation.

You can find more information on the proposed changes in the Cabinet papers for 5 July and on the consultation pages of our website. There is a separate web page and survey for each of the day centres (which can be completed online or downloaded and posted back to us).

### **This consultation closes on Wednesday 10 August 2011.**

**Updated: Please note the consultation on the Phoenix Centre actually closes on Friday 30 September 2011, while the Charter Centre and Hookstead Centre consultations close as advised on the 10 August.**

**Key contact:** [ascdps.consultation@eastsussex.gov.uk](mailto:ascdps.consultation@eastsussex.gov.uk) or 01323 466 678

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## Developing the social care market

We need providers' views on personalisation and how Adult Social Care can continue to help organisations to develop their services.

We want to hear from organisations that provide social care and support services in East Sussex. The views of organisations or people who are considering offering a service in the area are also very welcome.

We have been working since 2008 to introduce personalisation in East Sussex. In October 2009 we asked providers how they thought social care services should develop in East Sussex. As a result of this feedback we were able to make some changes to the way we worked, including holding a local Personalisation Conference for providers and publishing a regular Personalisation Bulletin.

Your feedback in this new survey will help us to build on the work we've already done and plan for the next stages of development to ensure that people have the right information, advice and services that they need. It will also help us to understand what support you might need in order to develop your services to offer more personalised support that can meet people's social care needs.

You can complete the survey online or download a copy of the questionnaire ([www.eastsussex.gov.uk/haveyoursay](http://www.eastsussex.gov.uk/haveyoursay)).

We've also been asking service users and carers to help us identify the help and activities that are currently available, and any gaps that may exist in different areas. This survey closed on 30 June 2011.

To request a paper copy of the survey or a copy of the information in a different format – such as large print, braille, or in a different language – please contact Claire Caddick.

**This research project closes on Monday 8 August 2011.**

**Key contact:** [claire.caddick@eastsussex.gov.uk](mailto:claire.caddick@eastsussex.gov.uk) and 01273 335 670

## Consultation updates & results

### Improving support for people with learning disabilities

We wanted to know what you thought about our 'big ideas' to improve support for people with learning disabilities, and their families. The

Council and the Primary Care Trusts in the county have joined together to write a plan for the next three years, from 2010 to 2013.

We received comments from service users, carers, providers of services and from colleagues who work for the County Council and Districts and Boroughs.

Overall the feedback was supportive of the general direction of travel set out in the plan. It was recognised that the plan was ambitious and some of the targets quite challenging. Suggestions to improve the plan included:

- improving support for people with learning disabilities and sensory impairments through better health checks and joint training for staff,
- including more information about the National Carers Strategy, focusing in particular on the distinctive role of family carers and their need for peer support, social networks and on-going support,
- links to the East Sussex County Council Transport plan in order to provide better information and access to transport services and take a partnership approach to training,
- including more information on the new Autism Act, and
- saying more clearly how access to hospital care and community health care will be improved.

We have updated the plan to reflect the comments we received and it has been presented to the Learning Disability Partnership Board. The final step of the approval process is getting strategy approved.

Updated: Please note the strategy will now be considered by the Lead Member for Adult Social Care and the Primary Care Trusts in September, rather than July.

**Key contact:** [suzanne.culling@eastsussex.gov.uk](mailto:suzanne.culling@eastsussex.gov.uk) and 01273 336 217

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## Managing the community care budget

We asked for your views on proposed changes to the community care budget. These were:

- changing our eligibility criteria from supporting “substantial” and “critical” to “critical” only, and
- changing the way we calculate the additional money people spend because they have a disability (we call this disability related expenditure). This is calculated as part of the financial assessment process.

During the consultation we received confirmation that the Council would receive an extra £6.9 million towards Adult Social Care for the next

financial year. With this additional money from the Department for Health, the Council is able to continue to offer support to people with substantial and critical needs. The decision was confirmed at the Council meeting on 8 February.

We received 4,547 questionnaires in response to the consultation. Of those, 40% of people agreed with the proposed changes to disability related expenditure, 24% neither agreed nor disagreed, 12% didn't know and 24% disagreed. Of the 40% of people who agreed with the proposal and added a comment, 22% felt the proposal would simplify the administration process.

We presented the disability related expenditure results to the Lead Member for Adult Social Care on 21 March 2011. The recommendation to introduce the bandings of £15 or £25 was agreed. People are still able to request an assessment if they prefer.

The majority of people (55%) disagreed with the proposed change to eligibility criteria, 29% agreed with the change (although some of the comments suggested people may have meant to disagree), 12% neither agreed or disagreed and 4% didn't know.

As part of the consultation an equality impact assessment was completed. We are now working to implement the recommendations identified by the assessment.

The information and views that were collected on eligibility criteria were shared with the department's management team.

**Key contact:** [denise.leary@eastsussex.gov.uk](mailto:denise.leary@eastsussex.gov.uk) and 01273 336 298

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## **Housing support services for vulnerable people**

From June to September 2010 the Supporting People team consulted on the specialist housing support services that are available to vulnerable people.

The consultation report was made available last year. The team has now published their responses to the comments made during the consultation and are working to implement the changes.

To request a copy of the report please contact the team on the details below.

**Key contact:** [candice.miller@eastsussex.gov.uk](mailto:candice.miller@eastsussex.gov.uk) and 01273 482 718

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## Improving support for carers

In 2009 we consulted widely with carers, residents and organisations on our plans set out in the Joint Commissioning Strategy for Carers' Services 2010-2015.

The consultation was run in two stages and we received 920 completed questionnaires in stage one and 160 in stage two. So what have we achieved in the first year of the strategy (from April 2010 to April 2011)?

<p><b>You said...</b> We need more flexible access to respite care to allow us to have breaks. We need emergency respite if we need to get out suddenly</p>	
<p><b>We committed to...</b> Commissioning (buying) a range of individual flexible services Strengthening the emergency respite care system Setting up an Action Group to take this work forward</p>	<p><b>Achievements in the first year...</b></p> <ul style="list-style-type: none"> <li>• Running the Carers Breaks demonstrator site project</li> <li>• The care managed home-based respite service for carers is now supporting over 460 carers</li> <li>• Over 2,900 carers are now registered for the emergency respite system (CRESS) and the guidelines are being reviewed</li> </ul>
<p><b>You said...</b> Health service staff, especially GPs, do not always value carers' expertise or recognise carers' needs</p>	
<p><b>We committed to...</b> Setting up staff training to encourage better ways of working between health &amp; social care professionals and carers Strengthening links between GPs and hospitals so carers get a better deal Setting up an Action Group to take this forward</p>	<p><b>Achievements in the first year...</b></p> <ul style="list-style-type: none"> <li>• Supported the NHS liaison demonstrator site project</li> <li>• Launched the Carer Aware web resource and put plans in place to promote it to health providers</li> </ul>
<p><b>You said...</b> Social care services do not provide enough support for carers</p>	
<p><b>We committed to...</b> Making sure that social care teams are aware of carers' support needs and what they are entitled to Making sure that all services provided by Adult Social Care make reference to carers and recognise their support</p>	<p><b>Achievements in the first year...</b></p> <ul style="list-style-type: none"> <li>• Continued to work with Adult Social Care Carers Champions</li> <li>• Made it mandatory for all ASC staff to use the Carer Aware web resource</li> <li>• Included outcomes for carers in the</li> </ul>



<p>needs</p> <p>Making sure that new government initiatives (such as Putting People First) pay particular attention to carers' needs</p>	<p>Commissioning Grants Prospectus</p> <ul style="list-style-type: none"> <li>• Worked closely with the team implementing Self-Directed Support</li> </ul>
<p><b>You said...</b></p> <p>We really value the support available from the voluntary sector (charities and community organisations)</p>	
<p><b>We committed to...</b></p> <p>Continuing to provide services through respected voluntary sector organisations wherever possible</p>	<p><b>Achievements in the first year...</b></p> <ul style="list-style-type: none"> <li>• Included over £800,000 funding for carers' services in the Commissioning Grants Prospectus which is specifically for the voluntary sector</li> </ul>
<p><b>You said...</b></p> <p>We also really value the Carers' Support Grant from the Council</p>	
<p><b>We committed to...</b></p> <p>Continuing with and improving this service</p>	<p><b>Achievements in the first year...</b></p> <ul style="list-style-type: none"> <li>• Renamed the service to emphasise the focus on individual need – they are now called Carers Personal Budgets</li> <li>• Maintained funding levels</li> </ul>
<p><b>You said...</b></p> <p>We want carers to have a louder voice and more say in what goes on that affects us and our loved ones</p>	
<p><b>We committed to...</b></p> <p>Setting up new ways to reach out to more carers so that they have opportunities to give us their views and hear about our plans</p> <p>Strengthening the ways we work with our partners to ensure everyone understands their roles and responsibilities</p>	<p><b>Achievements in the first year...</b></p> <ul style="list-style-type: none"> <li>• Held three Carers Forums on themes of concern to carers</li> <li>• Agreed robust involvement mechanisms</li> <li>• Where appropriate, scheduled meetings involving carers outside working hours</li> </ul>
<p><b>You said...</b></p> <p>We want more information, more easily available, about the support we can get</p>	
<p><b>We committed to...</b></p> <p>Making information more readily available, in a number of formats to suit carers, and distributing it more effectively</p> <p>Setting up an Action Group to take this</p>	<p><b>Achievements in the first year...</b></p> <ul style="list-style-type: none"> <li>• Redesigned our leaflet for carers</li> <li>• Launched the Carer Aware web resource</li> </ul>



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## Engagement activity and events

### What you told us at the 50+ Focus events for older people

In March 2011 we held four 50+ Focus events across the county. We have now produced a report which highlights what older people told us is important to them, and ideas and suggestions to improve quality of later life.

This year's events were planned in partnership with East Sussex Seniors Association (ESSA), the seniors' forums in East Sussex, the NHS, Districts and Boroughs and other organisations.

At each event the conversational café-style discussions focused on eight themes. The table below lists the eight themes and the top four categories that comments related to for each theme.

The eight themes	The top four comment categories
Health and social care	<ul style="list-style-type: none"> <li>• Hospital issues</li> <li>• Health/social care services not joined up</li> <li>• Information provision</li> <li>• Home care</li> </ul>
Staying active and healthy	<ul style="list-style-type: none"> <li>• Activity ideas</li> <li>• Activity access</li> <li>• Information and promotion</li> <li>• Benefits of activity</li> </ul>
Lifelong learning	<ul style="list-style-type: none"> <li>• Course provision</li> <li>• Communication</li> <li>• Affordable courses</li> <li>• Ideas for courses</li> </ul>
Housing options	<ul style="list-style-type: none"> <li>• Options available</li> <li>• Support available</li> <li>• Information (re options)</li> <li>• Timing of when to make a move</li> </ul>

Feeling safe and secure	<ul style="list-style-type: none"> <li>• Safety at home</li> <li>• Information and advice</li> <li>• Local areas</li> <li>• Engagement with police and crime reporting</li> </ul>
Community involvement and volunteering	<ul style="list-style-type: none"> <li>• Ideas for attracting volunteers</li> <li>• Recruitment challenges</li> <li>• Information on opportunities</li> <li>• Volunteering ideas</li> </ul>
Transport – Getting out and about	<ul style="list-style-type: none"> <li>• Buses</li> <li>• Concessionary fares</li> <li>• Volunteer drivers</li> <li>• Evening transport and transport to health appointments</li> </ul>
What else is important?	<ul style="list-style-type: none"> <li>• Equality and Diversity</li> <li>• Information and advice</li> <li>• Training (volunteers)</li> <li>• Social isolation</li> </ul>

You can download the report from our website or request a copy from the key contact below

([www.eastsussex.gov.uk/community/over50s/developingservices/default31.htm](http://www.eastsussex.gov.uk/community/over50s/developingservices/default31.htm)).

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