

Decision Maker: CARE SERVICES POLICY DEVELOPMENT AND SCRUTINY COMMITTEE

Date: Thursday 2 October 2014

Decision Type: Non-Urgent Non-Executive Non-Key

Title: YOUR FUTURE, YOUR SUPPORT, YOUR SAY - THE SECOND ADULT SERVICES STAKEHOLDER CONFERENCE 23 JULY 2014

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Chief Officer: Executive Director of Education, Care & Health Services

Ward: All wards

1. Reason for report

- 1.1 To update the Care Services PDS Committee on the second Adult Services Stakeholder Conference held under the new partnership framework instituted on 1 September 2013.
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2. **RECOMMENDATION(S)**

- 2.1 **The Care Services PDS Committee is asked to note the outcomes of Your Future, Your Support, Your Say, the second Adult Services Stakeholder Conference and the subsequent recommendations.**

Corporate Policy

1. Policy Status: Existing policy. Building a Better Bromley, excellent in the eyes of local people, and the Corporate Operating Principles
 2. BBB Priority: Supporting Independence.
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Financial

1. Cost of proposal: N/A
 2. Ongoing costs: N/A.
 3. Budget head/performance centre: N/A
 4. Total current budget for this head: £N/A
 5. Source of funding: N/A
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Staff

1. Number of staff (current and additional):
 2. If from existing staff resources, number of staff hours:
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Legal

1. Legal Requirement: <please select> Local Government and Public Involvement in Health Act 2007, Equality Act 2010, Localism Act 2011, the Health and Social Care Act 2012 and the Care Act 2014.
 2. Call-in: Call-in is not applicable.
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Customer Impact

1. Estimated number of users/beneficiaries (current and projected): All Bromley residents with low level help and support needs and self-funders of social care services.
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Ward Councillor Views

1. Have Ward Councillors been asked for comments? Yes.
2. Summary of Ward Councillors comments: Not applicable

3. COMMENTARY

- 3.1 Bromley's second Adult Services Stakeholder Conference took place on Wednesday 23 July 2014 in the Large Hall at the Central Library in Bromley. The aim of the Conference was to ascertain the low level help and support needs that enable residents to stay healthy and maintain their independence as well as any gaps in local provision. Information from the Conference will feed into the Market Position Statement that the Council is currently producing as one of its responsibilities under the Care Act 2014.
- 3.2 In preparation for the Conference, the Council ran a consultation exercise between 27 May and 8 July 2014. This included two elements: an online survey and face-to-face engagement sessions. The purpose of the consultation was to understand people's low level care and support needs over the short and medium term. The Council was keen to consult with the following groups of people: those not currently in the 'care system'; those with 'low level' care needs; those who pay for their own care and those with whom the Council has not previously engaged. In total, 932 people responded to the consultation. This included 672 people who completed the online survey and 260 people who were consulted with through 13 face-to-face engagement sessions and focus groups.
- 3.3 On the day, 64 people attended the Conference of whom the largest group were service users, carers and members of the public. Members of the voluntary and community sector also attended together with Councillors and officers from the Council and Bromley Clinical Commissioning Group. Delegates were able to bring their experience to the findings of the consultation exercise in discussing the following topics in small facilitated groups:
- Using community resources to reduce social isolation and loneliness
 - Identifying and filling gaps in the market
 - Improving information, advice and guidance services and self-management.
- 3.4 The full conference report is attached as Appendix 1 for information.
- 3.5 A number of themes emerged from these group discussions (the full list of recommendations can be found in Appendix 2):
- Good practice around reducing social isolation already exists within the borough and could be promoted to all areas of the borough across client groups.
 - A co-ordinated approach to identifying gaps in low-level help and support is needed to expand upon those already identified.
 - The role of volunteers for both the statutory and voluntary sector is crucial in reducing social isolation and enabling healthy lifestyles and a strategic approach to the development and expansion of volunteering would be beneficial.
 - The need for a central point of up-to-date information, advice and guidance for health and social care which is used as a resource by all front-line staff as well as individuals: this resource could also be used for co-ordinated, themed publicity campaigns to Bromley residents.
 - Fully utilising existing statutory agency and business properties for community use.
 - Developing a co-ordinated statutory, private and voluntary sector approach to funding and developing new initiatives to prevent duplication and foster cross-sector working.
- 3.6 These themes, which were succinctly articulated by experts and service users attending the conference will need to be addressed by the local provider market which incorporates private sector providers as well the well-established local community sector. The Council along with our health colleagues at the Clinical Commissioning Group will make every effort to facilitate and encourage positive practice that addresses the needs highlighted throughout the day. The Council will use its Market Position Statement to emphasis these gaps to providers to support them in the development of their business models. There will be an increasing need for providers of all shapes and sizes to come together to offer residents choice and flexibility to

help maximise their independence for longer and delay the need for long term state funded care packages.

- 3.7 Although funding pressures make it increasingly hard for the Council to directly fund non-statutory, non-eligible services on its own, the important value of low level interventions early in a resident's care journey is well understood. The Council will therefore take every opportunity to support such schemes through other avenues such as the Better Care Fund where we are working closely with our partners at the CCG to develop jointly commissioned schemes that offer early interventions such as carers support, provision of community equipment, and better joined up information, advice and guidance that seeks to reduce the need for hospital admissions and a resilience secondary health services as well as residential and nursing homes.

Non-Applicable Sections:	Policy Implications Financial Implications Legal Implications Personnel Implications
Background Documents: (Access via Contact Officer)	