

Decision Maker: **ADULT CARE AND HEALTH POLICY DEVELOPMENT AND SCRUTINY COMMITTEE**

Date: Tuesday 27th June 2023

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

Title: **RESIDENT VOICE PROJECT AND WORKING GROUP**

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Ward: Borough-wide

1. Reason for report

- 1.1 The purpose of this report is to provide Members with an overview of the Resident Voice Project and Working Group, both established in October 2022.
- 1.2 The Resident Voice Project aims to focus on engagement with residents and service users of Adult Social Care, as well as providers of care services in Bromley, with the objective of strengthening commissioning and co-production. Various methods of capturing the service user voice will be explored, these include using digital platforms to capture feedback, along with face-to-face engagement with residents, consulting on different areas of the Adult Social Care business.
- 1.3 The project has established a Resident Voice Group that meets every six weeks to brainstorm new resident engagement activities and to share lessons learned to strengthen business development in Adult Social Care. Current group members include officers and team leaders across the department, with an aim of establishing wide representation across the Service.
- 1.4 The following policy documents provide a foundation to the project and the group's work:
 - *Making Bromley Even Better from 2021 to 2031*
 - *People at the Heart of Care – Adult Social Care Reform*
 - *Making Practice Personal in Adult Social Care*
 - *Curiosity and Influence – Corporate Engagement Framework and Toolkit*

2. **RECOMMENDATION**

- 2.1 The Adult Care and Health PDS Committee is requested to note of the report providing an overview of the Resident Voice Project and Group.

Impact on Vulnerable Adults and Children

1. Summary of Impact:
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Corporate Policy

1. Policy Status: Existing Policy: Making Bromley Even Better from 2021 to 2031, People at the Heart of Care, Making Practice Personal in Adult Social Care, Curiosity, and Influence Corporate Engagement Framework; all outline key expectations for resident engagement.
 2. BBB Priority: Safe Bromley Supporting Independence
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Financial

1. Cost of proposal: Not Applicable
 2. Ongoing costs: Not Applicable
 3. Budget head/performance centre: Not Applicable
 4. Total current budget for this head: Not Applicable
 5. Source of funding: Not Applicable
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Personnel

1. Number of staff (current and additional): The Resident Voice Group currently has 10 members across the Service.
 2. If from existing staff resources, number of staff hours: Not Applicable
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Legal

1. Legal Requirement: Not Applicable
 2. Call-in: Not Applicable: No Executive decision
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Procurement

1. Summary of Procurement Implications: Not Applicable
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Customer Impact

1. Estimated number of users/beneficiaries (current and projected): Service Users of Adult Social Care in the London Borough of Bromley.
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Ward Councillor Views

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

3. COMMENTARY

- 3.1 The Resident Voice Project was established to understand what resident engagement activities are currently in place and to provide innovation for resident engagement in Adult Social Care (ASC service users). The main aim is to focus on engagement with residents and service users of Adult Social Care, as well as providers of care services in Bromley, with the objective of strengthening commissioning and co-production.
- 3.2 The initial part of the project involved a SWOT analysis, divided into three sections for a more in-depth analysis of Safeguarding, Adult Services, and Carers, and the ways in which service users could share feedback and voice their concerns. This exercise allowed for the identification of key gaps and innovations, for example, it was clear that a central location to outline and centralise all resident engagement activities taking place would be beneficial for the Service. This would help to avoid duplication and allow for joint-up approaches to create an evidence-based showcase of the pathways available for different resident groups to voice their feedback. This was followed by consultation with ASLT, the Resident Voice Group, and the Engagement Strategy Manager, to further develop the idea of a central Engagement Calendar, which is currently in progress. Another example is exploring digital ways to make for a more seamless experience for service users to provide feedback, and this was suggested for the quality assurance resident feedback forms for care homes and domiciliary care. Microsoft Forms sessions were delivered to the key stakeholders in QA teams, as well as example templates of the respective forms on Microsoft Forms.
- 3.2 Another key part of establishing this project was the Resident Voice Working Group. The Adult Social Care Resident Voice Group was established alongside the project in October 2022 and aims to put adults in Bromley at the heart of our services to promote a person-centred approach at all levels of the Council's operation. The group aims to brainstorm innovation and strengthen existing business practices, such as service user digital feedback, face-to-face engagement with residents, and engagement with providers of care services in Bromley with the aim of strengthening commissioning and co-production.
- 3.2 The following table outlines current members of the group:

| Role | Team |
|--------------------------------|---|
| Board Manager | Bromley Adults Safeguarding Board |
| Assistant Director | Safeguarding, Practice and Provider Relations |
| Programme Manager | Adult Social Care Reform |
| Team Leader | Contract Compliance |
| Systems Process Officer | Adult Services |
| Quality Assurance Officer | Contract Compliance |
| Strategy & Performance Officer | Adults and Housing Strategy & Performance |
| Quality Assurance Officer | Domiciliary Care and ECH |
| Communications Executive | Public Affairs |
| Engagement Strategy Manager | Customer Engagement and Complaints |

- 3.3 A key focus of the group's work include coordinating resident engagement activities in Adult Social Care, brainstorming new ways to obtain resident feedback on specific topics, from specific hard to reach groups. The range of roles and experiences allows for rich and productive discussions in every meeting.

- 3.4 Since the establishment of the Resident Voice Group, the following are examples of engagement activities that have been captured, discussed, and delivered.
- I. Roadshow Event at the Glades shopping centre; working with the Bromley Safeguarding Adults Board, Trading Standards & Public Protection, a two-day event was held at the centre to meet directly with members of the community. The objective was to raise the profile of key support & safeguarding services available to the wider public, as well as capture feedback via surveys and/or direct conversations.
 - II. Various community talks by Trading Standards; raising awareness of financial scamming, rogue traders, and support information.
 - III. Engagement with members of the DeafPlus community; to raise awareness of key support & safeguarding services available to the wider public as well as the work of Bromley's Trading Standards team.
 - IV. Engagement with a faith congregation at St Mary's Church House, College Rd, Bromley; to raise awareness of key support & safeguarding services available to the wider public as well as the work of Bromley's Trading Standards team. Direct interaction with members of this group and those who run this service resulted in nominating the service organiser as a co-opted member for the Council.
 - V. Quality Checkers: Learning Disability (LD) services are visited by an LBB Quality Assurance Officer together with a Quality Checker (a person with a learning disability who volunteers their time as a quality checker). A report is completed by the Quality Checker which provides feedback to the provider on observations such as the facility environment, health & safety, support available, activities & engagement. The report also captures feedback from people using the service, with a focus on 'the voice of the person.'
- 3.5 The group has developed an 'engagement activity' log in consultation with the corporate Engagement Strategy Manager so that it is in-line with the 'Curiosity and Influence – Corporate Engagement Framework and Toolkit.' This centralises all activities discussed, including ASC survey consultations. This plan is for this working document to be accessible to all corporate staff as it provides visibility on engagement activities across ASC departments to avoid potential duplication of work, as well as encourage collaborative work. This tool will also enable assessing Key Performance Indicators of engagement activities, where relevant.
- 3.6 The group are currently exploring the following activities as part of its workplan.
- I. Reviewing customer feedback and complaints across ASC to identify areas of business development and/or targeted customer engagement.
 - II. Attending the corporate Equality, Diversity & Inclusion (EDI) Board to identify potential community engagement priorities.
 - III. Work with members of the 'Experts by Experience' group to identify potential community engagement priorities.

4. POLICY IMPLICATIONS

- 4.1 The Corporate Strategy '*Making Bromley Even Better from 2021 to 2031*' clearly references Resident Engagement; for example, "strong engagement and dialogue with our residents (...) to better understand and meet our challenges" and "priorities and actions will be influenced by resident and service user engagement" to "manage our resources well, providing value for money, and efficient and effective services for Bromley's residents".
- 4.2 The '*People at the Heart of Care Adult Social Care Reform*' Paper continuously references the importance of co-production and engaging with residents; stating the importance of co-designing care and support decisions, a people-centred approach, and continuous improvement

through a strong feedback culture and ensuring people have effective routes if they are unhappy.

- 4.3 *'Making Practice Personal in Adult Social Care'* also emphasises the importance of a strengths-based and collaborative practice, encouraging service users to propose options and solutions, and providers collaborating with them to determine an outcome.
- 4.4 The Corporate Engagement Framework *'Curiosity and Influence'* will also inform the work done and provide clear guidance in all stages of engaging with residents.
- 4.5 Finally, Care Quality Commission (CQC) outlines key questions outlining expectations related to Engagement and Involvement: *'Are there strong links with the local community? How are people's views and experiences gathered and acted on to shape and improve the services and culture? How does the service enable and encourage accessible open communication with all people who use the service, their family, friends, other carers, staff, and other stakeholders, taking account of their protected and other characteristics?'*