

**ADULT CARE AND HEALTH  
POLICY DEVELOPMENT AND SCRUTINY COMMITTEE  
21<sup>st</sup> November 2023**

**ORAL QUESTIONS TO THE  
PORTFOLIO HOLDER FOR ADULT CARE AND HEALTH**

**Oral Question to the Portfolio Holder for Adult Care and Health received from Councillor Jeremy Adams:**

1. What will the role of lived experience in The Adult Social Care Strategy 2023 to 2028, and specifically within the offer to deaf and disabled people in Bromley?

**Reply:**

***Members of this committee will be aware that at the last June PDS a paper detailing an Engagement Framework was endorsed by Members alongside an additional and separate paper giving an overview of the Resident Voice Project and Working Group***

***The Resident Voice Group (RVG) which was established in October 2022 reviews & centralises resident engagement work across adult services. This also supports as an enabler to identify engagement opportunities. We have started to focus on co-production, and further engagement with the voluntary sector is essential for this.***

**Recent examples include:**

- ***We ran an online consultation/survey capturing views for the Adult Social Care Strategy.***
- ***We ran an online consultation/survey and in person engagement on the Carers Plan Engagement.***
- ***We held a 2 day Roadshow event at the Bromley Glades where we directly engaged with over 580 members of the community including those from the voluntary sector; we captured 70+ views on adult safeguarding via a survey, the findings of this shaped our future business plan.***
- ***We ran a face-to-face workshop for those from the DeafPlus community in February 2023, raising awareness of what Adult Safeguarding is, how to report a concern, and the support services available for those experiencing hardship. We took this opportunity to listen to their views and captured feedback via surveys.***
- ***Held a workshop for a church congregation, attended predominantly by older people together with a group of children and their parents. We raised awareness of the available support in the community for vulnerable adults and provided additional support to some attendees with lived experience who had some queries.***
- ***We hold regular comms meetings via the BSAB that includes members from the voluntary sector; all of our comms resources are developed in consultation with this cohort.***

- *Developed the BSAB business plan together with voluntary sector partners.*
- *Have a live [online consultation](#) to capture ongoing feedback from all including those from the voluntary sector.*

**What's in the pipeline:**

- *Working with voluntary partners (BCWA, etc.) to get the views of those with lived experience to co-produce Domestic Abuse resources.*
- *Meeting with members of the Kent Association for the Blind (KAB) to raise awareness of adult safeguarding, financial abuse, etc. and to capture their views on our resources.*

**Supplementary Question:**

To what extent will lived experience be part of commissioning?

**Reply:**

*We will be working with service users, the voluntary sector and those with lived experience to develop and co produce services which reflect their priorities but this has to be taken in the context of the financial envelope that we have .*