

# **People & Health Overview Committee**

## **19 December 2022**

### **Developing Commissioning Strategies for Adult Social Care: Engagement Feedback**

#### **For Review and Consultation**

**Portfolio Holder:** Cllr P Wharf, Adult Social Care and Health

**Local Councillor(s):** All

**Executive Director:** V Broadhurst, Executive Director of People - Adults

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**Recommendation:** People & Health Overview Committee are recommended:

- (1) To note the feedback received on the strategies over the autumn; and
- (2) To review and comment upon the proposed changes that are being worked up in the commissioning strategy drafts that were presented to the 28 June meeting, ahead of their presentation to Cabinet in the New Year.

#### **Reason for Recommendation:**

The commissioning strategies are important statements of the future direction of the adult social care service. The commitment to continue to engage the people who draw on support, our partners, and the wider public in their development is important. Having undertaken a period of engagement around the drafts of the documents, work is now underway to ensure that feedback has been acted upon and the drafts that are received by Cabinet for approval reflect the views of those who engaged.

#### **Attachments:**

1. Presentation summarising feedback received on the strategies and the work underway to amend the drafts to reflect what we were told.

## **1. Introduction**

- 1.1. On 28 June 2022, People & Health Overview Committee were presented with a suite of documents that created a framework for the future planning of adult social care services. They set out to make it easier for people to engage with Dorset Council over the future of care services, and to have confidence that we had taken into account the things that mattered to them, and had set the right direction to improve the care and support they receive.
- 1.2. The suite of documents that was presented to that meeting was then used for engagement, and can be found in the accompanying papers for that meeting. Some of the simplified summary information on our strategies, as well as the programme for the engagement, can be found on our A Better Life webpages at [www.dorsetcouncil.gov.uk/a-better-life](http://www.dorsetcouncil.gov.uk/a-better-life).

## **2. Engagement approach**

- 2.1. There were multiple opportunities to engage and provide feedback on the strategies that had been drafted, but also more broadly on experience or views on the social care system in Dorset. The public engagement sessions were also paired with engagement events for frontline staff teams across the localities, and both together have provided a rich source of insight into how our strategies should be shaped to address what matters to people in the years ahead. More detail on this is included in the attached report.
- 2.2. As can also be seen in the attached report, the process undertaken over the late summer and Autumn is the start of an ongoing opportunity for people to engage in shaping the approaches to improvement in adult social care. Some of the immediate engagement priorities for the year ahead are outlined, as well as some of the methods by which people will be able to continue to contribute.

## **3. High-level overview of what we heard**

- 3.1. Specific points of feedback have been grouped and themed in the attached report, from short comments included on post-it notes in the in-person sessions, to more detailed conversations and written feedback received through the online form or email. The report does not present every comment received, but Members should be assured that all contributions have been logged and are being gathered into a feedback report which will be published on the link above, alongside the strategy information.
- 3.2. One particular key point of feedback is on the structure of the suite of strategies. The initial drafts were divided up as:
  - i) An 'overarching' strategy that detailed some of the system wide commissioning issues and approaches, including prevention, direct payments, partnership, place-based work, co-production and data.

- ii) A 'working age' strategy which gathered together the commissioning plans for people who lived their adult lives with disability (physical, sensory or learning), mental health condition or other impairments, and needed care and support.
  - iii) An 'older people' strategy which presented approaches to some of the challenges associated with ageing and requiring care and support, and the commissioning plans that were needed to improve the support system.
  - iv) A carer's strategy, which gave our approach to improving the support received by family and other carers (sometimes called 'informal' carers) for people with additional needs.
- 3.3. Feedback was strongly of the view that this structuring did not work, and that in particular the framing of 'working age' was confusing and unhelpful. Firstly, there was no clarity about what a 'working age' is (in a world where many people work beyond what was once considered a 'typical' retirement age). Secondly, it was pointed out that some people will never be able to work because of profound disability, and so the framing did not speak to their life story.
- 3.4. As a result, the strategy framework will change, and these substantial changes are being worked on at the time of drafting this report. The intention is to encapsulate the broad approach for *all* adults taken by adult care and support in Dorset, with separate strategies to address specific issues in ageing and carers, together with a supporting document on how the commissioning system will work better to plan for the future.
- 3.5. The other broad piece of feedback was that there was too much in the strategies and, whilst there was some appreciation of the detailed analysis of parts of the documents, it was generally felt that something easier to digest and more punchy about the priorities for the future would be more useful. Presenting information in infographic form was also felt to be helpful (particularly given that it will need to be updated at points if the documents are to be useful for their full term).

## **4. Next steps**

- 4.1. After members of the People & Health Overview Committee have provided comments on the approaches proposed, the strategies will be finalised for submission to Cabinet for approval. The Cabinet discussion is scheduled for 28 February 2023. Thereafter, there will be continued development of action plans to ensure that the strategy ambition is tracked and delivered over the following years.
- 4.2. It is very important to acknowledge that the intention is not, at this point, for the strategies to be 'fixed in time'. They will continue to a living and developing framework for the improvement of adult social care services over the next 5 years and beyond. As set out in the attached slides there is the intention to establish a clearer programme of engagement and co-production on some of

the key themes that still require more shaping and development. Alongside this, there will be the opportunity at any point for people to feed back experiences and comments on their experience of adult social care so that the approaches can be refined based on their insight.

## **5. Conclusion**

- 5.1. These strategies present the first comprehensive overview for Dorset Council of the intentions and plans for commissioning adult social care support for the years ahead. They are not yet in final form, but they lay the basis for a dialogue with those who access support, those who provide it, and those who work with us in the system, about the direction ahead.

## **6. Financial Implications**

- 6.1. There are no direct implications for current or future spending in the contents of this report. Where feedback is made and change to the strategies is proposed, there will always be further detailed work to ensure that implementation is consistent with available budgets.

## **7. Well-being and Health Implications**

- 7.1. The development of these strategies is intended to improve the health and wellbeing of those who draw on care and support services, and a number of the comments received in the feedback are pointing to ways in which that impact can be strengthened or widened.

## **8. Environmental implications**

- 8.1. There are no direct environmental implications arising from this report.

## **9. Other Implications**

### **Property and Assets**

- 9.1. There are no specific property or assets implications arising from this report.

### **Voluntary organisations**

- 9.2. Voluntary sector partners were engaged in the establishment of the engagement programme described in this report, and they are core to delivering the ambitions set out in the strategies when they are agreed – as such, they will continue to be a valued partner.

## **Safeguarding Adults**

- 9.3. The strategies which have just been consulted upon are intended to strength social care service provision and therefore improve safeguarding practice and outcomes.

## **Risk Assessment**

- 9.4. A key risk associated with any engagement process is that the Council, because of many other factors acting upon it, is unable to respond positively to the feedback. In this instance, there is significant confidence that the original strategy proposals and the feedback received can be implemented over the projected five year period, for the improvement of adult social care services for the people of Dorset.

## **10. Equalities Impact Assessment**

- 10.1. With relatively low uptake of local people in the engagement programme, it is important to note the future proposals for continuing the conversation, and involving people in delivering the priorities set out in the strategy.

## **11. Appendices**

- 11.1. Appendix 1 contains the overview of the engagement process, the feedback that has been received, and the approach being taken to amend the strategies to respond to it.

## **12. Background Papers**

- 12.1. The initial report to Overview Committee was on 28 June 2022, with full strategies as appendices, and is available at:

<https://moderngov.dorsetcouncil.gov.uk/ieListDocuments.aspx?CId=652&MId=5303&Ver=4>