

Feedback on the strategies, and changes that have been made

Comment/suggestion	Result	Where to find it	
		Strategy	Page
Make the strategies more accessible	The new format gives a single page to each theme, and uses more 'pop-out' boxes to give examples and make the overall text easier to digest.	Throughout	-
"A Better Life"? What does that mean?	Whilst we have retained the "A Better Life" strapline, we will continue to explore with people what it means and how it works for them. In the meantime we have included an expanded discussion on it.	Adults	6
More about how to manage demand for services	So much of what is in the strategies is about reducing demand for services by helping people to build on their own strengths, both personal and in the community, to live independently for longer. We have expanded some of the text in the overall Adults strategy, and there are related discussions in the Ageing strategy, discussing demand indicators.	Adults Ageing	25 10/11/12
I am so grateful to the Social Care people for the opportunity to tell them about my own experience of caring, and for turning their heads round to listening mode. That is very rare in our current world!	Whilst this is a comment on the process that was undertaken to develop the strategies, nonetheless it is important to note the sections in the Better Commissioning document that describe the forthcoming co-production priorities and the continued engagement of people in our work.	Commissioning	13
We need to build the care workforce, making it a more attractive career, with progression opportunities	Absolutely critical to the future of adult social care. This is a recurring theme through our strategies, and our key commitment (to develop joint workforce plans with the provider market) is contained within our market sustainability plans within the Ageing strategy.	Adults Ageing Carers	26 12/13/18 16
You use 'community' a lot. What do you mean by that?	We have expanded the discussion about this issue.	Adults	15
Digital access and self-service needs to be slick and modern, and not need people to repeat their story	We agree, and this is part of the work that we are doing to reform the way people access social care – it is referenced in our digital vision in the Better Commissioning strategy.	Commissioning	11

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<p>There is no way of getting hold of anyone prior to a crisis... with social workers being so hard to get hold of, there is no preventive work happening, and you can only see someone in a crisis.</p> <p>There are so many members of the public do not own/use technology and need a friendly face.</p>	<p>Both in our plans for expanding prevention, and in our vision for better information and advice, we recognise that the “personal touch” and a more responsive service is critical to getting people the right support at the right time. We have referenced this in our note on information and advice.</p> <p>However, the Council’s own staffing resources are often taken up in responding to complex support needs. Part of our answer for balancing these demands is how we are approaching investment into community-based partners, voluntary organisations, and social care providers to work with us on a comprehensive provision of information, advice and crisis response.</p>	Adults	22
[The strategy should] support the growth of a thriving older people’s housing sector, which builds enough homes to match growing need and empowers consumers with choice from a diverse range of housing options to suit their needs.	We agree, and a key next step for the strategies is to make a clearer alignment with the developing Housing Strategy – setting out our strategic intentions in adult services is greatly helpful for that work. This is part of our narrative on accommodation with care, in both the adults and the ageing strategies.	Ageing Adults	15 33
What does “working age mean”? Where are the cut-offs, and what about those who can never work?	We heard a lot of feedback that this ‘framing’ of the strategy didn’t work for people, and we have changed the approach.	Throughout	-
Day opportunities: specialist support needs; rural communities; flexibility; employment support	Day opportunities are a key part of our strategy, following on from the engagement work the previous summer. All of these elements are in the model proposed but the new, shorter layout means that the importance of specialist support is clearer.	Adults	32
Autism services: need the joint review to guide next steps	The Council is a partner in the autism review along with the NHS, and we have recognised that there is a need to strengthen autism support. There is a clearer presentation of this in the current draft.	Adults	28
Need multi-agency working arrangements on hoarding	Not currently referenced in the strategy, but we agree that multi-agency complex case management (such as hoarding) is important, and we have added a note which reflects the work that we are doing.	Adults	30
More preventative work around mental health for young people needed, more investment in support/therapy/counselling to reduce use and need of services into adulthood	From an adult services perspective these are the kinds of support that will be considered on the Birth to Settled Adulthood pathway. The granular detail will be in the more detailed commissioning plan for B2SA which is in development and which links to the strategy.	Adults	31

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Strategy says larger care homes better: some disagreement, smaller are more personal, more comfortable	From an efficiency perspective, 60-80 bed units are ideal, but we need to balance this in the strategy with other considerations – like a more personal, homely feel, and responsiveness of services. We have changed the strategy to reflect this more nuanced view.	Ageing	16
Dementia: need more provision for people whose behaviour challenges services, as part of an overall strategy	There will be a separate piece of work to set out in more detail what will be needed in future to meet the support needs of people with dementia. This is signalled in the strategy in a new section on ageing well with long-term conditions, and is one of our co-production priorities.	Ageing Commissioning	9 13
Intergenerational projects and programmes are needed	This was not previously referenced in the strategy, but has been added alongside the note about the importance of changing the narrative on our older population.	Ageing	8
More OT capacity in reablement, use of available intermediate bed capacity	Whilst these developments were underway as the first draft strategies were drafted, our reablement intentions (including specifically for more therapeutic input) are more fully set out.	Ageing	14
I was worried about coming and mentioning anything about the problems we had because we don't want to put at risk the care home placement that he currently has.	This points to the importance of clear information on safeguarding and standards in our information and advice, and of the routes available to raise concerns, and how we work with providers to investigate safeguarding issues. We have set out commitments to improve this in the section on Quality & Safeguarding.	Commissioning	16
Carers still not seen as a partner in care delivery	We have set out the issues, as carers tell us, in ensuring that carers' roles are valued, respected and supported, which covers this issue although without using this exact phrase – this has been added.	Carers	8
Training offer for carers: resilience building, employment support; training on conditions (e.g. dementia)	This has been added as something to consider.	Carers	18
Carers' Assessments: more capacity needed; clarity needed about in-house vs. referral to community partners	We know that it is going to be challenging with current staffing resources to meet our ambitions to increase the uptake of carers' assessments. Partnering with carers' organisations (trusted assessor models) can be part of the answer. We have set out our ambition, balanced with reality about the challenges, in the strategy.	Carers	15
I am really keen to get farms and farmers in the forefront of people's minds... farms were not mentioned [in the strategies].	Fuller discussion has been included, headed "Challenges and Opportunities of Rurality" in the main Commissioning for a Better Life for Adults strategy, including referencing the role many farms play in delivering meaningful day opportunities for people.	Adults	15