

Report for: Adults and Health Scrutiny Panel on 5th November 2015

Item number: 8

Title: Presentation on the methodology which has supported Consultation and Co production for proposed changes to adult care services

Report authorised by :  Beverley Tarka, Director of Adult Social Services

Lead Officer: Beverley Tarka, Director of Adult Social Services

Ward(s) affected: All

**Report for Key/
Non Key Decision: Non-Key Decision**

1. Describe the issue under consideration

- 1.1 In June 2015 Adult Health and Scrutiny Panel received a report on the principles and methodologies which would support the consultation and co production processes for changes to adult social care services.
- 1.2 At this meeting it was agreed that a further report would be received providing detail of the way in which these processes had been conducted.

<http://www.minutes.haringey.gov.uk/ieListDocuments.aspx?CId=804&MId=7412&Ver=4>

2. Cabinet Member Introduction

- 2.1 Any proposed changes to the way in which adult social care services are delivered and received are of concern to the users and carers who receive our services.
- 2.2 It is therefore extremely important that we take all steps possible to engage people in consultation, to enable them to voice their views and, indeed, concerns.
- 2.3 The consultation process has been thorough and particularly targeted at groups who would be affected if the proposals for change are agreed.
- 2.4 In addition to the meetings facilitated by advocates I have also met with interested parties to receive their views.
- 2.5 At the same time we have engaged with people to seek their views on the outcomes they wish to achieve if services were to be delivered differently.

2.6 This co production work again has been thorough, rounded and of significant importance in helping us to develop models of sustainable services which meet the needs of our communities.

3. Recommendations

3.1 It is recommended that Panel notes the content of the presentation which outlines the way in which the consultation and co production processes have been carried out.

4. Reasons for decision

4.1 For noting only.

5. Alternative options considered

5.1 There is a legal obligation to consult on major service change, and good practice would suggest in any case that we would want to fully involve the users of our services in any service change. There is no requirement to co produce, although The Care Act Statutory Guidance does refer to co production as 'When an individual influences the support and services received, or when groups of people get together to influence the way that services are designed, commissioned and delivered'.

5.2 The alternative option would be for officers to develop new delivery models without the views of service users being taken into consideration.

6. Background information

6.1 The consultation process commenced on 3rd July 2015 and ended on 1st October 2015. The purpose of this consultation was to (1) explain in detail specific proposals and the likely impact on the service offer and (2) seek views and understand the concerns on how to shape and implement the services for the future.

6.2 Throughout the consultation we were clear that we would continue to meet our statutory responsibilities to provide services that meet the assessed needs of adults, safeguard adults at risk and work with service users and their families and carers in the design of future services.

6.3 Independent advocacy was supplied to people who use services which would be affected if the proposals were to be agreed and specific workshops and focus groups were held for users and carers.

6.4 Co production was concerned with engaging service users and carers in defining the outcomes they wanted to achieve and exploring how these outcomes could be met.

6.5 Good Innovation is a specialist consultancy focused on helping organisations that do good to grow. We work with organisations that have a social purpose – including charities, social enterprises and Local Government – to help them

grow through generating more income, developing new services and delivering more impact.

A number of key principles underpin our work. We're an audience insight led organisation, meaning we always start by working closely with people to understand their lives, their needs and their problems.

We are also firm believers in co-creation. We regularly co-create and have experience working alongside a diverse range of people throughout our projects, including children with physical disabilities, adults with terminal Motor Neurone Disease, parents of children with physical disabilities, adults with severe mental health issues and people living with dementia.

Organisations we have worked for include the Mental Health charity Mind (helping them understand what their service users need in response to the roll-out of personalisation), Diabetes UK (looking at services for people with Type 2 diabetes), Scope, MND Association, Save the Children, NSPCC and Barnardo's.

This project was led by Andrew Bathgate and Tania Ferreira. Andrew is one of the Partners at Good Innovation with around 15 years' experience from the corporate, charity and social enterprise sectors. Tania is a Senior Consultant, with around 10 years experience from the worlds of corporate and charity innovation and service design.

6.6 Co production considered potential new delivery models for Day opportunities for those with Learning Difficulties, Day opportunities for those with dementia and transition support for those moving from residential care to supported living.

6.7 Lessons Learnt

Feedback received during the consultation for the Medium Term Financial Strategy and Corporate Plan was used to ensure key stakeholders as detailed above, were empowered to respond to the consultation.

Previous Consultation

6.7.1 Consultation period 1 month

Feedback received/observations: "...the Council is giving people insufficient time to respond...".

Action taken: Adult Social Care consultation period was 90 days.

6.7.2 Drop-in sessions – engagement regarding Adult Social Care proposals

Feedback received/observations: Respondents mainly wished to respond to the area of the proposals that potentially affected them.

Action taken: Focus Groups and Workshops were held separately for each potentially affected day service, residential home and the reablement service.

6.7.3 Drop-in sessions for service users and families/carers combined

Feedback received/observations: "...adults with complex needs will not understand...". Additionally it was recognised that the proposals had different impacts on the service user and the families/carers and it was important that each group had a chance to air the implications to them. Some did not feel comfortable airing the implication if the cuts on them in front of their family member so as to not make them uncomfortable.

Action taken: Focus Groups for families/carers. Workshops for service users *Families/carers were invited to support service users however the emphasis of the meeting was on the response of the service user to the consultation. Two Workshops were held at day centre and residential home to ensure service users understood the proposals and had time to consider their response.

6.7.4 Drop-in sessions Theatre style

Feedback received/observations: Sessions were lead by the Cabinet Member for Health and Wellbeing and the Director of Adult Social Services. Quieter attendees were not afforded the opportunity to respond.

Action taken: Round table discussions at all Focus Groups. Each table had one facilitator to capture the feedback to the consultation and ensure each person around the table had an opportunity to speak.

6.7.5 Medium Term Financial Strategy

Feedback received/observations: Additional material/explanation was needed so the proposal and potential impact was better understood.

Action taken: Detailed consultation documents were produced. Frequently Asked Questions – document produced, available on the consultation web page, at the day centres and upon request.

7. Contribution to strategic outcomes

7.1 **Priority 2:** Enable all adults to live healthy, long and fulfilling lives (Priority 2 Corporate Plan 2015-18).

7.2 **Objective 1:** A borough where the healthier choice is the easier choice

7.3 **Objective 2:** Strong communities, where all residents are healthier and live independent, fulfilling lives

7.4 **Objective 3:** Support will be provided at an earlier stage to residents who have difficulty in maintaining their health and wellbeing

- 7.5 **Objective 4:** Residents assessed as needing formal care and / or health support will receive responsive and high quality services
- 7.6 **Objective 5:** All vulnerable adults will be safeguarded from abuse
- 7.7 The outcomes of the consultation will lead to further decisions by Cabinet which may have policy implication.

8. Statutory Officers comments (Chief Finance Officer (including procurement), Assistant Director of Corporate Governance, Equalities)

8.1 Equalities Comments

- 8.1.1 The proposals to transform the way services are delivered are as a direct result of the need to deliver services equitably. We are acutely aware that Adult Social Services serves a vulnerable community; a significant proportion of whom have a protected characteristic as defined in the Equality Act 2010. For each proposal, Equality Impact Assessments have been carried out to ensure no policy, projects or plans discriminates against any disadvantaged or vulnerable people. Provisional assessments were carried out based on service user data and made available on the internet during the consultation. The EqiAs were updated to take account of and analyse the results of the consultation/co-production process.

8.2 Finance Comments

- 8.2.1 This report is for noting only and describes the consultation and co-production work that has already taken place. There are no financial implications directly arising as a result of this report.

8.3 Procurement Comments

- 8.3.1 Not applicable.

8.4 Legal Comments

- 8.4.1 There is a common law duty on the Council to consult with service users, carers, providers, employees and other stakeholders that are likely to be affected by proposals for the provision of adult social care services in the borough. The consultation must take place at a time when the proposals are still at their formative stages. The Council must provide the consultees with sufficient information to enable them to understand what the Council's proposals are, the reasons for them and to enable an intelligent consideration and response. The information must be clear, concise, accurate and must not be misleading. The consultees must be given adequate time to consider the proposals and to respond. The Council must give genuine and conscientious consideration to the responses received during the consultation before making its final decision on the proposals.
- 8.4.2 Scrutiny Reviews Panels are established by Overview and Scrutiny Committee. The Constitution provides that the Scrutiny Review Panels must refer their findings/recommendations in the form of a written report to the Overview and

Scrutiny Committee for approval. Following approval by Overview and Scrutiny Committee, final scrutiny reports and recommendations will be presented to the next available Cabinet meeting together with an officer report where appropriate.

9. Use of Appendices

9.1 Presentation.

10. Local Government (Access to Information) Act 1985

10.1 Not applicable.