

ADULT CARE AND WELL BEING OVERVIEW AND SCRUTINY PANEL 6 NOVEMBER 2019

MAIN MESSAGES FROM ADULT SERVICES ROADSHOWS

Summary

1. The Adult Care and Well Being Overview and Scrutiny Panel is to receive an overview on the main messages from the recent 'Making decisions about your future' roadshows which took place across Worcestershire.
2. The series of roadshows which took place over the Summer to inform residents about council services, included information on planning for the future to encourage people to plan and be able to continue to live independently into older age.
3. Senior Officers from the Council's Adult Services Directorate will be present at the meeting.

Background

4. The Adult Services Business Plan, "Promoting Independence" was endorsed by Cabinet November 2018. This sets out the County Council's Vision to ensure *"residents are healthier, live longer, have a better quality of life and remain independent for as long as possible."*
5. To support Adult Services ongoing transformation one of our key priorities is to encourage and support our residents to plan for the future.
6. Over the last 12 months, Adult Services have progressed with a variety of stakeholder engagement and communication including:
 - *Celebration event of 70 years of Adults Social Care with a party for Worcestershire's carers*
 - *Newspaper and radio campaigns*
 - *Attendance at District and local parish council*
 - *Roadshows in each of the six Districts of the County.*
 - *Partner events, ran by Health, Policy, District Councils, Housing*
 - *Supported Dementia Week and Wellbeing Events*
 - *LD Partnership Board, Speakeasy Now Forums and Carers Partnership groups*
7. There have been nine pop up events which have taken place from May to October 2019. There have been two in Kidderminster, two in Bromsgrove, two in Redditch and one in Worcester, Malvern and Evesham.
8. We have spoken to over 900 residents about a variety of subjects including telecare and assistive technology, local services in their area, extra care, loneliness,

foodbanks, respite care and carers support. There were also questions about parking concerns, bus routes and highway problems, which we explained that we couldn't answer but would pass on to relevant departments in the Council.

9. The focus of the events were to promote "Prevent, reduce and delay the need for care", promote Adults Social Care - what we offer, and what we don't and promote our focus on finding the best support to stay at home for long as possible; help people to find out where they can get support in their local community and explain what help is available from social workers and the financial assessment team.

10. The key messages were: Active Ageing – helping people to stay active for longer – the Public Health link and how they can get support; Planning for Care – key message that people should be planning for their longer term care needs now and advice on how they do this; Costs of Care – how much it costs, financial assessment limits and process and where they can get support. The communications team ran a communication campaign including, Facebook posts, twitter and press coverage

11. Questions and comments from the residents covered adult social care and other areas that they public thought the council could answer.

- The main areas were Telecare and assistive technology, local services in their area, extra care, loneliness, supported living, foodbanks, respite care, support for carers, benefits advice, paying for care along with enquiries about other County and District Council services including, buses, parking, rubbish, potholes drainage and roads.

Legal, Financial, and HR Implications

12. There are no legal or HR implications.

Equality and Diversity Implications

13. All printed materials were available in English. They are also available online and therefore able to be copied and pasted into an online translator. All events took place in places that were access friendly for disabilities.

Purpose of the Meeting

14. Members are invited to consider and comment on the information discussed and agree:

- whether any further information or scrutiny work is required at this time
- whether there are any comments to highlight to the relevant Cabinet Member/s.

15. In doing so, Panel members may want to consider themes such as:

- What were the main messages from the roadshows?
- How were the roadshows received?
- How will this information be used to inform future services?
- What are the opportunities and what are the challenges?

Supporting Information

- Appendix 1 - Main Messages from Adult Services Roadshows (presentation slides)

Contact Points

Specific Contact Points for this Report

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Background Papers

In the opinion of the proper officer (in this case the Head of Legal and Democratic Services) there are no background papers relating to the subject matter of this report.