

FOR PUBLICATION

DERBYSHIRE COUNTY COUNCIL

IMPROVEMENT AND SCRUTINY - PEOPLE

Wednesday, 09 November 2022

Report of the Executive Director - Adult Social Care and Health

Consultation and Engagement of the Older People's Independent Living Services (OP ILS)

1. Purpose

- 1.1 A report was presented to Cabinet on 10 March 2022 (Appendix 2) which sought approval to undertake a public consultation on proposals for the Future Provision of the Older People's Independent Living Services (OP ILS). Following Cabinet approval, the consultation took place between 28 March 2022 and 19 June 2022.
- 1.2 The purpose of this report is to inform the Improvement and Scrutiny Committee (People) of the outcome of the public consultation on proposals for the future provision of OP ILS.

2. Information and analysis

- 2.1 Our strategic priority is to enable Derbyshire people to live their best life independently at home, connected to their community and local resources, stepping in with help where needed.
- 2.2 We want to achieve this by providing appropriate, proactive, preventative low-level support (not personal care) that identifies any personal or environmental issues impacting on a person's ability to live as independently as possible in their own home. This would be a strengths-based approach working with people to make the most of their individual strengths and skills to support them to live their best life, to

overcome barriers to being able to deploy their skills and look to support the use of ordinary solutions like simple changes of routine.

- 2.3 The Council has been funding a range of legacy low-level OP ILS support for many years. The services currently being funded are:
- not equitable across Derbyshire
 - only available to the over 55's
 - not appropriately targeted to those most in need
 - not value for public money
 - and are not a statutory duty for Adult Social Care (ASC) to fund or provide.

3. Consultation Results:

- 3.1 The consultation asked a range of questions of the current service users, and the service providers, in relation to how they valued the service, what could be improved and their thoughts on proposals for a 12 week, targeted service with follow up call post intervention.
- 3.2 In total, 138 people responded to the consultation, including respondents who completed questionnaires on behalf of an existing recipient of the service and those who chose to respond via email, letter, or via telephone call.
- 3.3 Overall, 375 individual comments were submitted.
- 3.4 The consultation used a combination of quantitative and qualitative approaches to gather people's views about the proposed changes.
- 3.5 The feedback was analysed in detail, see Appendix 3 for the full report.

Consultation Quantitative Analysis

- 3.6 Of those who responded:
- 82% of lived alone
 - 62% of were female
 - 79% of were over 70 years of age
 - 86% of stated they had at least one disability
 - 98% of identified themselves as White British
 - 64% of lived in either Chesterfield, Bolsover or Amber Valley.
- 3.7 People valued the current service because it made them feel safe at home (81%), helped them maintain their independence (74%), and

access a range of information and advice to access other support (56%).

- 3.8 When asked how the service could be improved 64% of respondents said they would benefit from help to find aids and adaptations; 35% advice about home security; 35% help to carry out small repairs to the home.
- 3.9 90% stated that the current service was important or very important to them. 56% either agreed or strongly agreed that a new service should be targeted and 75% either agreed or strongly agreed that the offer should be available to adults of any age who would benefit from support to maintain their independence.
- 3.10 53% of people agreed or strongly agreed that existing service users should be reviewed to establish their current level of need for this kind of service.
- 3.11 When asked about limited support 55% either disagreed or disagreed strongly to time limiting support to only 12 weeks.
- 3.12 74% agreed or strongly agreed to there being a follow up call post the ending of a new service.

Consultation Qualitative Analysis

- 3.13 The comments received, were analysed and coded by the ASCH Stakeholder Engagement and Consultation Team (SECT) into several themes arising from the data. (see page 5 – Appendix 3 Consultation Report, Scope of the summary of themes from the qualitative responses.)
- 3.14 The scope of the themes from the qualitative comments were wide ranging. Access for all, not solely the over 55's, was positively supported with a good proportion of respondents feeling that the proposal to target support was acceptable. Included were ideas on how the proposal for a remodelled service could be further enhanced by building in additional review points.
- 3.15 A number of people disagreed to the proposal or any kind of change. A range of comments illustrated concern for those who had received a service for a very long period of time who may be reviewed as not being in need of a targeted service.

- 3.16 A number of people said they had the service but had no call to use it and didn't know why they had it.
- 3.17 One key theme was that support shouldn't be limited to just 12 weeks as people have fluctuating needs and everyone is an individual and as such some may need longer to make progress.
- 3.18 There were comments that offered concern for others who may have greater frailty or vulnerability than themselves. Some noted that they felt any change would be distressing for current service recipients.
- 3.19 In summary, there were comments that for some who had received a service for many years they would be at risk should their current service end, the consultation told us that in general people valued their current service but agreed that a more equitable service, available to more people, that was targeted to an individual's need/s was acceptable. However, there were concerns raised about the time limit of 12 weeks only with the comments that people are all very different and their issues may not be resolved within 12 weeks.

Next Steps

- 3.20 The next steps are for Cabinet to consider the responses from the consultation and the Equality Impact Assessment (EIA) to decide on proposals for the future service offer. This report is an opportunity for Scrutiny Committee to make comments for the Cabinet to consider.
- 3.21 The Scrutiny Committee should be mindful that the EIA will play a role in the decision making as it must be given due regard by Cabinet.

4. Recommendation(s)

That Committee:

- a) Notes the responses to the public consultation.
- b) Notes that responses to the consultation will be considered and included within a comprehensive and robust EIA which will be incorporated within any future Cabinet Report which may be presented in due course, and further notes that in the event of this occurring Cabinet will fully consider the EIA as part of its decision making

- c) Considers responses to the Public Consultation and provides any comments to Cabinet for consideration when making its decision on any future recommendations

5. Reasons for Recommendation(s)

- 5.1 The Cabinet will need to have regard to the comments from Scrutiny Committee thereof in any decision making in relation to any future proposal.

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1 Implications

1.1 Financial

Not applicable for Scrutiny Committee

1.2 Legal

Not applicable for Scrutiny Committee

1.3 Human Resources

Not applicable for Scrutiny Committee

1.4 Information Technology

Not applicable for Scrutiny Committee

1.5 Other (for example, Health and Safety, Environmental Sustainability, Property and Asset Management, Risk Management and Safeguarding)

Not Applicable

1.6 Appendices

Appendix 1 - Implications

Appendix 2 – Cabinet Report 10th March 2022: proposals for the Future Provision of the Older People’s Independent Living Services (OP ILS).

Appendix 3 – Consultation report on proposals for the future provision of the Older People’s Independent Living Services

Appendix 2

Cabinet Report 10th March 2022: proposals for the Future Provision of the Older People's Independent Living Services (OP ILS).

Appendix 3

Consultation report on proposals for the future provision of the Older People's Independent Living Services

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