

Care Act Engagement Plan Sept 2014 - April 2016

**London Borough of Richmond upon
Thames**

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HISTORY

Date	Changes made by:	Revisions
November- December 2014	C Stelling	Changes throughout the document in light of the release of the Final Care Act Guidance
March 2015	C Stelling	Changes throughout the document to reflect engagement opportunities during the implementation of Phase 1 and the planned release of the Phase 2 Care Act Guidance

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If you have any queries or comments about the engagement plan, or would like to make a suggestion about how you or the organisation you represent could be involved, please contact the Care Act Team on thecareact@richmond.gov.uk

1. EXECUTIVE SUMMARY

Context

The Care Act passed into law in May 2014. It represents the biggest change to Adult Social Care in over 60 years and will reform the law relating to care and support for adults and their carers.

The Care Act will be introduced in two phases: Phase 1 (non-funding changes and deferred payment agreements) will come into force from April 2015, and Phase 2 (funding changes) from April 2016. Details about how the Care Act will be implemented in Richmond can be found [here](#).

Richmond Council aims to engage with a wide range of people in order to develop services in Richmond to meet the Care Act requirements which meet residents' needs.

National campaign

The Department of Health will be initiating a national public awareness campaign about care and support reform. It will consist of two overlapping phases of activities:

- Phase 1: the provision of information for affected individuals (care and support service users, carers, care workers and people approaching point of need)
- Phase 2: a broader programme of marketing activity to inspire behaviour change, so that it becomes more normal for people to prepare for potential care and support needs as part of their wider financial planning.

Local engagement

This national public awareness campaign will be supplemented by local, Council-led communications. Additional work will be carried out within the community via the Care Act Advisors, the Full of Life Fair, Village Plans events and interaction with Adult Social Care staff.

The Engagement Plan has been divided into three areas;

- **COMMUNICATIONS**; how stakeholders will be kept informed about the Act and how it is being implemented locally
- **KEY CONSULTATIONS**; the major external consultations on specific pieces of work and policy changes associated with the Care Act
- **ON-GOING ENGAGEMENT AND CO-PRODUCTION**; an overview of on-going engagement work to help develop pieces of work within the Care Act project areas

The Engagement Summary, within the plan, gives detailed information about the timescales for key consultation events and ongoing engagement.

Officers are working in partnership with Clinical Commissioning Group (CCG) to align key timescales from the Plan with other major engagement events held by the CCG for the Outcome Based Commissioning initiative.

The Plan will be revised periodically as work progresses.

2. INTRODUCTION

The Care Act

The Care Act passed into law in May 2014. It represents the biggest change to Adult Social Care in over 60 years and will reform the law relating to care and support for adults and their carers. Phase 1 of the Act (non-funding changes and deferred payment agreements) will come into force from April 2015, and Phase 2 of the Act (funding changes) will come into force from April 2016 (set out in the table below).

Requirements	Time frame
Duties on prevention and wellbeing	Phase 1 April 2015
Duties on information & advice (including paying for care)	
Duty on market shaping	
Assessments (including carers' assessments)	
National minimum threshold for eligibility	
Personal budgets and care and support plans	
Safeguarding	
Universal deferred payment agreements	
Extended means test	Phase 2 April 2016
Care accounts	
Capped charging system	

The Care Act consolidates many existing laws and existing best practice around adult care and support. Additionally, the Act places a number of new duties on councils. The Department of Health will also issue regulations and statutory guidance which will set out the expectations on how local authorities must meet the requirements. Therefore, there are many aspects of the Act that must be implemented and cannot be consulted on locally. However, where possible, the London Borough of Richmond upon Thames (LBRuT) will engage with its local stakeholders (including the local community) to deliver on key pieces of work and shape the way the Act is implemented locally. This will include incorporating local feedback in to national consultations on the Care Act draft regulations and guidance.

Revising this plan

This engagement plan sets out the planned engagement activities for the Care Act from September 2014 through to the introduction of the Phase 2 changes (April 2016). Care Act implementation is likely to continue until approximately June 2016 and this plan will be expanded as future engagement is planned.

This plan will be developed further in collaboration with the Clinical Commissioning Group (CCG) to explore opportunities to join up consultation and engagement activities.

This plan is a live document and will be revised periodically as work progresses. Current planned activities may be subject to change depending on local and national developments.

Distribution and sign-off

This draft plan will be circulate for comments to the following; Achieving for Children (AfC), CCG, Joint Commissioning Collaborative (JCC), Hounslow Richmond Community Healthcare (HRCH), SW London and St George's Mental Health Trust, the Care and Support Partnership Group, Healthwatch Richmond, and the Kingston Care Act Programme Team.

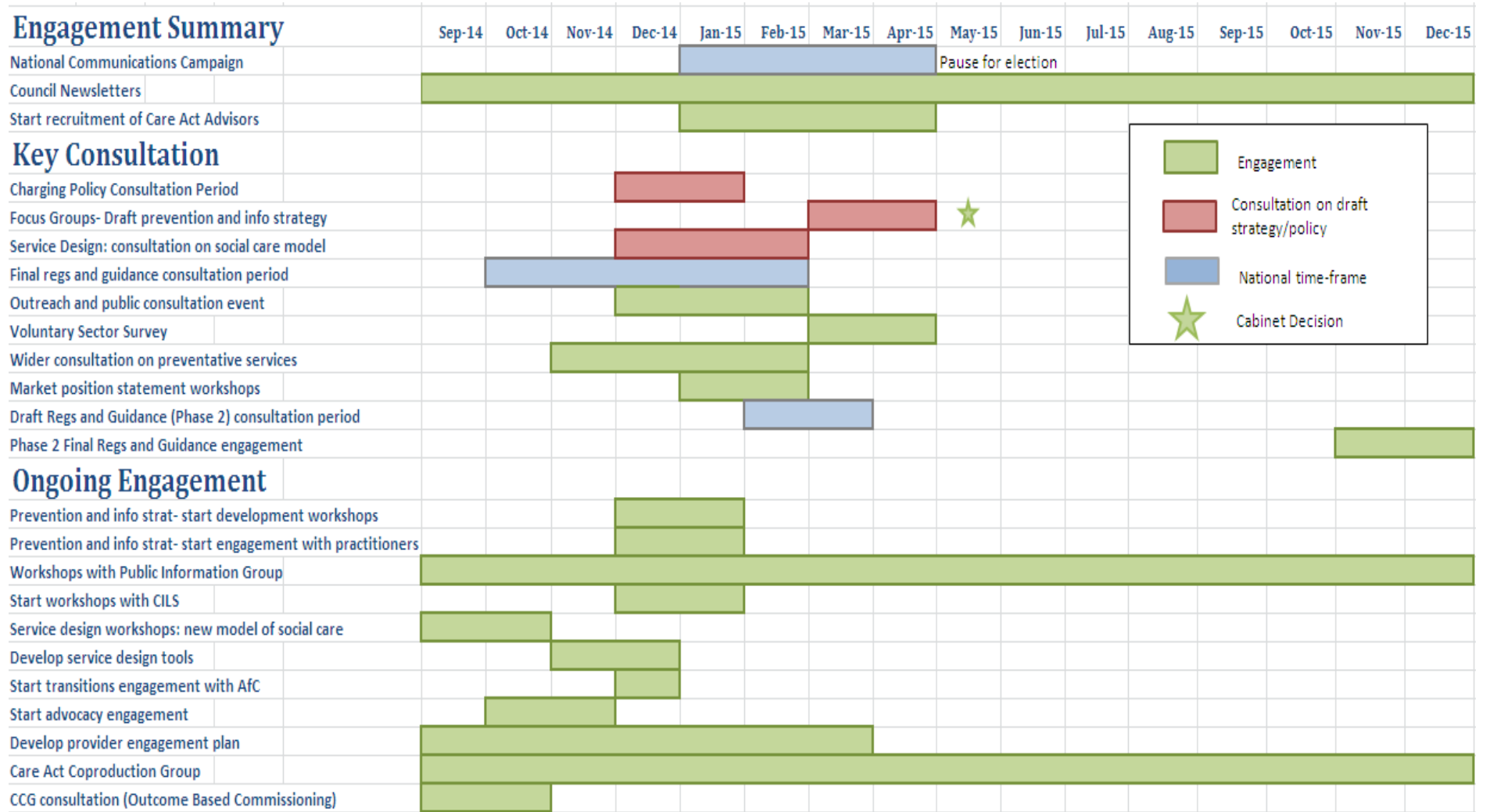
This plan is a public document that will be available from the Health and Wellbeing Board and the LBRuT Council Care Act webpages.

The Care Act Engagement Plan has been divided into three areas;

- **COMMUNICATIONS**; how stakeholders will be kept informed about the Act and how it is being implemented locally
- **KEY CONSULTATIONS**; the major external consultations on specific pieces of work and policy changes associated with the Care Act
- **ON-GOING ENGAGEMENT AND CO-PRODUCTION**; an overview of on-going engagement work to help develop pieces of work within the Care Act project areas

Many of the engagement activities are interlinking and will produce feedback that will be used to shape the work of a number of project areas. This has been highlighted throughout the plan.

3. ENGAGEMENT SUMMARY



4. COMMUNICATIONS

Purpose: to inform stakeholders about the local implementation of the Care Act in Richmond and updates on progress.

4.1 National public awareness campaign

More information can be found on the [Local Government Association](#) webpage.

The Department of Health will be initiating a national public awareness campaign about care and support reform. It will consist of two overlapping phases of activities:

- Phase 1: the provision of information for affected individuals (care and support service users, carers, care workers and people approaching point of need)
- Phase 2: a broader programme of marketing activity to inspire behaviour change, so that it becomes more normal for people to prepare for potential care and support needs as part of their wider financial planning.

Phase 1 will include a toolkit of thirteen resources that cover both the April 2015 changes and April 2016 changes of the Care Act, to be adapted and used by local authorities. The national tools will be released in three stages throughout autumn 2014 - early 2015. Once released, LBRuT will adapt these tools and utilise them to further raise local awareness about the Act, alongside the national campaign.

Planned national timeframes:

Nov 14-Feb 15	Toolkit available. Tools adapted for local use.
24 Nov 2014	First set of materials released.
1 Dec 2014	Further materials released.
5 Jan 2015	Final set of materials released.
Jan 15-Mar 15	Phase 1, nationally funded advertising to begin (pause for election).
Autumn 15-April 16	Phase 1, nationally funded advertising to continue. The phase 2 campaign will be piloted in 2015 and rolled out in 2016.

4.2 Council Newsletters and Webpage

These are available on the Council website www.richmond.gov.uk/the_care_act

Jun 14- Jun 16 The webpage and newsletters will provide regular updates for external stakeholders on activities undertaken by LBRuT in relation to the Care Act and any relevant links to external sources of information.

Newsletters: Newsletters will be issued approximately once every month and will cover key areas of activity on local implementation and signposting to important national updates. The first newsletter was produced in June and will be published until approximately **June 2016** after Phase 2 of implementation comes into force.

The newsletters are currently distributed through the RCVS Newsletter and, LBRuT VCS News and Updates Bulletin. Newsletters will also be sent directly to SW London St George's Mental Health Trust, HRCH, Your Healthcare, CCG, AfC and the Kingston Care Act Programme Team. To suggest ways to distribute the newsletter further, please contact the Care Act Team (thecareact@richmond.gov.uk).

Further work will be done to develop communications specifically with providers.

Council Care Act Webpage: The [webpage](#) will be updated periodically as appropriate, providing information on the progress of the Care Act 2014 both nationally and locally. A frequently asked questions (FAQ) page will be developed which will act as a record of answers to questions about the Act that are picked up through engagement and consultation activities.

The Local Government Association has also produced a set of FAQs; please see the [Local Government Association webpage](#)

4.3 Presentations

In July 2014, Healthwatch Richmond hosted a Care Act public consultation event on behalf of the Council, at which Derek Oliver (Care Act Programme Sponsor) presented an overview of the Act. The presentation is available from the [Healthwatch Care Act Webpage](#) and may be used to inform others about the Act.

On 21st January 2015, Healthwatch Richmond hosted a second public consultation event on behalf of the Council. Cathy Kerr (Director, Adult & Community Services) presented an overview of the Act; and Gill Ford (Care Act Programme Manager), Janet Cole (Head of Early Intervention, Prevention and Reablement) and Jeremy DeSouza (Assistant Director of Finance and Resources) presented detailed updates on the Care Act and the consultation topics of the Prevention Strategy and the Charging Policy. The presentation is available to download from the [Care Act Webpages](#).

The Care Act is a common agenda item at many existing forums such as the Care and Support Partnership Board, Voluntary Sector Forums and various provider forums, to help inform the organisations who are commonly in contact with service-users and carers.

The Care Act Programme Team cannot attend individual meetings/ support groups to talk about the Act outside of the activities listed in this plan. It is anticipated that this role will be undertaken by Care Act Advisors (see below).

4.4 Care Act Advisors

Following the initial period of development work and consultation it is anticipated that the Council Care Act Programme Team will recruit and train a number of 'Care Act Advisors' to understand the Care Act and the local changes and be able to communicate this within the community. It is likely that Advisors will be members of the local Voluntary and Community Sector (such as Community Independent Living Service (CILS) or Healthwatch Richmond).

Planned time-frames:

Nov 14	Start to develop advisor training programme
Jan-Apr 15	Start to recruit advisors and implement training programme
Jan 15	Training for part 1 to begin
Mar 15	Training re: implementation in Richmond to begin

4.5 Full of Life Fair

1st October 2014- The Care Act Team hosted a stall with information about the Care Act at the annual Full of Life Fair event for older people in the borough. Further information on the day can be found at the Council's [website](#).

4.6 Adult Social Care Staff

Newsletters and Intranet page (RIO): A Care Act Intranet page has been set up which provides relevant updates and sources of information for all council staff whose role is impacted by the Act. The first internal newsletter was released in May and will continue to be published approximately once every two months. They will be e-mailed to staff and are available from the Intranet page.

Staff Conference: 10th November 2014 - a half-day staff conference was carried out to promote a good understanding of the Act and the work being done locally. The event ran twice during the day: a morning session and an afternoon session, to maximise the number of people able to attend. Over 250 people attended the event including; operational staff within the community, Learning disability and Mental Health teams, Finance, Quality Assurance and Performance, and staff seconded to Hounslow and Richmond Community Healthcare Trust (HRCH) in the RRRT. Our colleagues from the Royal Borough of Kingston also attended the conference.

Materials from the day can be found on our [Care Act in Richmond website](#).

4.7 Village Plans

The Vision for each Village in the Borough will incorporate activities designed to improve the health and wellbeing of residents. There will be a focus on delivering intergenerational projects, enabling the community to support its residents. These activities will also offer an opportunity for residents to obtain information related to independent living, prevention and advice on the Care Act. The nature of the Village Plans encourages residents' engagement in both the development and delivery of local projects.

4.8 Skills for Care Materials

Skills for care and the National Skills Academy for Social Care have developed a suite of free learning materials, providing an introduction to the key changes under the Care Act.

They are grouped as follows:

- [Introduction and overview](#)
- [Information and advice](#)
- [First contact – identifying needs](#)
- [Charging and financial assessment](#)
- [Person-centred care and support planning](#)
- [Transition to adulthood](#)
- [Partnerships, cooperation and integration](#)

All the materials and videos can be downloaded at:

<http://www.skillsforcare.org.uk/Standards/Care-Act/Learning-and-development/Learning-and-development.aspx>

5. KEY CONSULTATIONS

Purpose: to consult with local stakeholders about key pieces of work and policies associated with the Care Act.

In many cases, one consultation event/ activity will be used to gather information and consult on several aspects of work. Strongly interlinked are the Department of Health consultation on the draft regulations and guidance for Phase 2 (2016 changes), the consultation on the charging policy, information gathering for the prevention, information and advice strategy, and consultation on the carers offer. This is set out in the Key Consultations, summary (below).

5.1 Key Consultations, summary

Date	Planned Activity	Areas consulted on	Key audience
Jan 15	Market position statement (MPS) workshops (x4)	<ul style="list-style-type: none"> Approach to the development of the MPS and future direction of the market Working with providers Workforce development Needs/ gap analysis 	Providers including voluntary sector providers, service-users, carers, and practitioners
Dec 14 – Feb 15	Wider consultation on preventative services, e.g. public survey	<ul style="list-style-type: none"> Prevention, information and advice (information gathering) 	Cross-section of general public
Jan 15	Public consultation event (possibly hosted by Healthwatch Richmond and in partnership with Age UK)	<ul style="list-style-type: none"> Charging policy (self-funders) Deferred payment admin fee Prevention, information and advice (information gathering) 	Service-users and carers particularly: Older people, Self-funders
Jan 15 – Feb 15	Outreach sessions (run in partnership with a number of partner organisations)	<ul style="list-style-type: none"> Prevention, information and advice (information gathering) 	Service-users and carers
March – April 15	Voluntary Sector Survey	<ul style="list-style-type: none"> Department of Health consultation (2016) 	Voluntary sector
Dec 14	Service-design public consultation	<ul style="list-style-type: none"> The new model of social care that meets the new Care Act requirements 	Service users and carers, the voluntary sector
Jan 15	Provider workshop	<ul style="list-style-type: none"> Consult on the future of Market Shaping 	Providers including voluntary sector providers
March 15 –	Prevention,	<ul style="list-style-type: none"> Draft prevention and information 	Service-users,

Date	Planned Activity	Areas consulted on	Key audience
April 15	information and advice focus groups	and advice strategy	carers, voluntary sector organisations

5.2 Department of Health- National consultation on draft regulations and guidance

The Department of Health issued a consultation about the draft regulations and guidance for Phase 1 (non-funding) aspects of the Care Act that are due to come into force in April 2015. The Council submitted its response on 15th August 2014, which incorporated local feedback gathered from a number of external engagement activities. [LBRuT's response is available here.](#)

The final regulations for Phase 1 were released on 23rd October 2014. Further information can be found on the [Department of Health](#) website.

On 4th February 2015 the Department of Health released a similar consultation on the [draft regulations and guidance to implement the cap on care costs and policy proposals for a new appeals system for care and support](#) (Phase 2, 2016 changes). This [national consultation](#) is due to run from February – 30th March 2015. This will cover regulations and guidance about funding changes, such as the cap on care costs, and a new appeals system.

Due to the tight timescales relating to the consultation and the need to focus resources on the implementation of Phase One of the Act, Richmond Council will respond only with the Council's views on this consultation. Additionally, partner organisations have been encouraged to contribute their views to the new draft guidance through the online consultation.

Planned time-frames:

Feb 14-Mar 15

National consultation period

Jan- Feb 15

Session held with Care Act Coproduction Group

The final guidance for the Phase 2 changes is due to be released in October 2015. Richmond Council will conduct a period of engagement in November-December 2015 to inform stakeholders and residents of the changes to be introduced from April 2016-April 2017.

5.3 Council Charging Policy

The duties within the Care Act will require the Council to review its charging policy. The key areas for consultation are;

- **Self-funders:** the Act sets out that people who currently have assets enough to fund and arrange their own care will now have the right to ask the council to arrange their care on their behalf. The council will have the right to charge self-funders for arranging care. A local decision will be required on whether the Council charge and, if so, how it will charge and at what rate.

- **Deferred Payments:** the Act allows the Council to charge interest and administration fees for deferred payment agreements. If the interest rate is not set nationally the Council will set a local rate which the Council will consult on.
- **Carers:** the Act gives new rights to carers. A new 'Carers' offer' will be developed
- **Voluntary Sector:** a policy setting out the approach to contracted voluntary sector organisations charging for care and support services will be developed

Planned time-frames:

Dec 14 – Feb 15	Charging Policy- consultation period
Jan 15	Public consultation event (possibly hosted by Healthwatch Richmond and in partnership with Age UK)
Dec 14 – Jan 15	Consultation regarding charging policy
Dec 14	Session held with Care Act Coproduction Group

5.4 Prevention, Information and Advice Strategy

Some key principles of the Care Act focus on preventing, reducing and delaying people developing needs for care and support, and a duty for local authorities to ensure the population have access to good information and advice (including financial). The Council will develop an integrated prevention, information and advice strategy with Public Health, the CCG, and other stakeholders. The Council will develop a preventative offer for; older people, physical disabilities, learning disabilities, carers, mental health, and transitions.

Gathering information

Initial period of consultation will tie in with consultation work around the charging policy and focus on gathering information about what sorts of preventative services people want.

Planned activities (**gathering information**):

Oct 14	Session held with Care Act coproduction group (focus on how we can get people thinking about prevention- consultation methodology to be further developed following this meeting)
Jan 15	Market position statement consultation workshops (will also pick up relevant information for prevention)
Dec-Jan 14	Wider consultation on preventative services. This will attempt to reach a cross-section of the general population. E.g. surveying online.
Jan 15	Public consultation event (hosted by Healthwatch Richmond)
Dec 14 – Jan 15	Outreach sessions (Richmond Mind and Sheen Lane Day Centre)

Developing the strategy

See section on on-going engagement and coproduction

Consulting on the draft strategy

The draft strategy will be developed following initial 'information finding' consultation work and consulted on in **March - April 2015**.

Planned activities:

Mar 15	Focus group sessions on the draft strategy. To include representation from voluntary sector organisations, service-users and, carers.
Mar/Apr 15	Session with Care Act Coproduction group
May 15	Strategy taken Cabinet

5.5 Market Position Statement (MPS) (Medium-term)

The Council will develop a medium-term market position statement to set out the strategic direction for the market in Richmond and help meet Care Act requirements to ensure there are the right local services for the whole population.

Key questions:

- How can providers deliver better outcomes for individuals and carers?
- How can the Council and providers work together better to deliver the right outcomes?
- How can providers develop services that meet the needs of the whole population?
- How can the Council support providers to ensure there is a suitable workforce?

Planned time-frames:

Jan 15	4 x MPS consultation workshops. Outcomes from these workshops will also produce information relevant for the development of the prevention and information strategy.
Spring 15	Development of a market shaping engagement plan (see section about on-going engagement and coproduction)

5.6 Carers' Offer

The Act gives new rights to carers and the Council will review its carers offer.

Planned time-frames:

Nov 14	Carers consultation event (possibly run in partnership with the Richmond Carers Centre)
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5.7 Service-design

The Council will review the end-to-end customer journey in light of the Care Act. See section about on-going engagement and coproduction for the development of the offer.

Planned time-frames:

Dec 14 – Mar 15	Workshop, including service-users, carers, and the voluntary sector, to consult on the new model of social care, offering the opportunity for comment and challenge. Consider launch event in Spring/Summer 2015
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6. ON-GOING ENGAGEMENT AND COPRODUCTION

Purpose: to ensure key pieces of work are developed in partnership with stakeholders

Introduction: project areas

The local Care Act implementation Programme is split into 5 project areas that each cover a specific area of work. Each project is led by a project-manager who will incorporate on going consultation and/or coproduction to deliver specific pieces of work.

Project- Project Manager	What it covers
Project 1, Funding Jeremy DeSouza, Head of Finance ACS	Areas relating to how care is paid and charged for, including the cap on care costs
Project 2, Prevention, Information and Advice Janet Cole, Service Manager and Anna Raleigh, Public Health Consultant	Preventative services, information and advice about services including provision of financial advice
Project 3, Community Offer (includes Carers and Transitions) Lynn Wild, Service Manager and Di Manning, Head of Commissioning (Adults) (JCC)	Assessments, support plans, direct payments for service-users and carers. This will include ensuring a smooth transition from children's services.
Project 4, Adult Safeguarding Debbie Stuart-Angus, Interim Head of Safeguarding	Areas relating to keeping vulnerable adults safe from abuse or neglect including Safeguarding Adults Boards
Project 5, Market Shaping Amanda McGlennon, Senior Commissioning Manager (JCC)	Ensuring a diverse and high quality range of services are available

6.1 Project 1- Funding

Deferred Payment Process:

- Engagement to gather feedback on the direct payment process

Financial advice: offer to be worked up in conjunction with consultation work as part of information and advice strategy. However, it is likely that an approach to financial advice will be developed regionally.

- Link workshop and focus groups with CILS (project 2), to work up financial advice offer
- Link in with ongoing coproduction with the Public Information Group (project 2)

Care Accounts: largely regarding internal processes and how it fits into the 'customer journey'

- Link in with ongoing service-design work (see Project 3)
- All public facing information regarding Care Accounts (such as annual statements) to be approved by the Public Information Group

6.2 Project 2- Prevention, Information and Advice

Prevention, information and advice strategy taken to Cabinet in April 2015

Prevention

- **Over an approximate 6-month period-** Prevention strategy steering group to be involved throughout development. Membership to involve representatives of; Clinical Commissioning Group (CCG), Joint Commissioning Collaborative (JCC), Public Health, Arts and Leisure, Voluntary Sector, and Housing.
- **From Dec 14/Jan 15-** Outreach sessions with service-users and carers to develop preventative offer by client group
- **From Dec 14/Jan 15-** Ongoing engagement with practitioners; GPs, HRCH, and RRRT

Information and advice

- **From Aug 14 throughout implementation-** coproduction on aspects related to information and advice with the Public Information Group through regular workshops. The Public Information Group membership was expanded to accommodate Care Act work. Includes representatives from the local voluntary sector and healthcare providers
- **From Dec/Jan 15-** Workshop and focus groups run in partnership with Community Independent Living Service (CILS) to target the advice-giving organisations and the public they work with

Service-design (customer journey) prevention, information and advice strategy to be included in work on service design (project 3)

6.3 Project 3- Community offer

Service-design (customer journey)

- **Jul-Oct 14**, 6 x Coproduction Workshops. End-to-end design of the business process to develop the model of social care (including prevention and information). Membership includes LBRuT team managers, representatives of voluntary sector organisations, HRCH, and service-users and carers.

Workshop themes:

- 1-The vision
- 2-Mapping the current process- 'as-is'
- 3-Mapping the future process- 'to be'
- 4&5- to cover carers, transitions and mainstream offer
- 6-Feedback

- **Dec 14-Mar 15**, The development of tools (such as assessment forms and customer-portals) can begin after the establishment of the business process. Development is to include service-user and voluntary-sector coproduction and follow-up session with the Care Act Coproduction Group about assessments.

Transitions

- Initial work to be done as part of 'service-design'
- **To commence Dec 14-** Development of the 'offer' will involve further development and close working with Achieving for Children (AfC) and the Housing Team.

Advocacy

- Initial work done as part of 'service-design'.

- **From Oct/Nov 14-** Further consultation on gap analysis and the development of the advocacy offer to involve current advocacy contractors, staff and, wider voluntary sector who are often involved in an informal advocacy role. Offer will cover the statutory advocacy duty, advocacy during assessments and support planning, and informal peer support.

6.4 Project 4- Adult Safeguarding

No engagement plans have yet been identified for this project area. Activities will be added as required.

6.5 Project 5- Market Shaping

Market Position Statement (Long-term)

- Plan to be developed in the financial year 2015/16.
- Engagement to include continued engagement with providers and peer research into outcomes for service-users and carers.

Ongoing market development and procurement engagement

The Market Shaping project-area will involve on-going engagement with local providers (including voluntary sector providers) in order to 'shape the market' and ensure services meet local need. Part of this work will include bringing together all current engagement activities with providers (such as engagement in the procurement process) and developing a specific provider-engagement plan.

- **Autumn 2014-** On-going plan developed
- **Sept/Oct 2014-** Letter to be sent out to providers to inform about market shaping work

Currently, LBRuT involve stakeholders, such as service-users and carers, in the procurement process when commissioning services. This will continue to be the case where services are commissioned as a result of work around the Care Act.

A separate Engagement Plan for Providers is currently being developed.

6.6 CCG Consultation

The CCG will be undertaking public consultation workshops In **September and October 2014** which will produce feedback relating to Outcome Based Commissioning. Outcomes from this consultation work will be shared with the Care Act Programme Team and apply particularly to market shaping work.

6.7 Health and Social Care Information Centre (HSCIC) – Social Care User Survey

Each year the Council carry out a national user survey on behalf of HSCIC to gather local feedback from service users in order to produce benchmarkable data and contribute to the development of the Sector. The information is gathered by all councils with social services responsibilities, and may offer LBRuT the opportunity to ask additional Care Act related questions.

Two surveys will be run in the 2014/15 period:

- Survey of Adult Carers in England (SACE)
- Adult Social Care Survey (ASCS)

6.8 Village Plans Engagements

A number of opportunities to engage on all areas of the Care Act are available through our links with the Village Planning Team. Stakeholder and community engagement can be conducted at Village events.

7. APPENDIX

7.1 Stakeholder map



7.2 Draft Care Act Coproduction Group agenda

The Care Act Coproduction Group is a cohort of service-users and carers who represent a breadth of experience and client groups. They will work with the Council throughout planning and implementation of the Care Act through workshops. The Care Act Coproduction Group consultation work includes ongoing work with MENCAP Richmond to gather feedback from residents with learning disabilities.

Date	Session theme
May 14	Initial recruitment meeting- general overview of the Care Act
June 14	Session relating to questions from DoH consultation; information and advice, prevention and, eligibility.
August 14	Session relating to questions from DoH consultation; assessments. General discussion with Community Offer project-manager (Lynn Wild) regarding the assessment process
Oct 14	Session with Prevention, Information and Advice project-manager (Janet Cole) relating to the prevention strategy and how to get people thinking about preventative services (this will help shape further engagement)

Nov-Dec 14	Session relating to Department of Health consultation
Nov-Dec 14	Session relating to charging policy (if required)
Feb 15	Session relating service design and development of tools (particularly assessments)
Feb/March 15	Session relating to draft prevention, information and advice strategy

7.3 Previous consultation (June-August 2014)

When formulating its response to the first Department of Health Consultation on the draft regulations and guidance (for phase 1 of the Care Act), LBRuT undertook a number of external engagement activities to gather wider feedback. These included:

- **Workshops with the Care Act Coproduction Group (service-users and carers)** considering prevention, information and advice, eligibility and assessments
- **Discussions with residents who have learning disabilities at three local social events** considering, prevention, information and advice and eligibility
- **A survey aimed at the local Voluntary Sector** considering independent advocacy, certificates of vision impairment, market shaping and commissioning, prevention and, information and advice.
- **Outreach sessions and survey facilitated by Healthwatch Richmond on behalf of the Council** considering prevention, information and advice, deferred payments and care accounts
- **A Care Act public consultation event facilitated by Healthwatch Richmond on behalf of the Council** considering prevention, information and advice, deferred payments and care accounts
- **Workshops with the Public Information Group** considering information and advice
- **Discussions at the Care Home Provider Forum** provider assurance, workforce and financial advice

(For full information, see the consultation response documents

http://www.richmond.gov.uk/lbrut_response_to_the_department_of_health_consultation_2014.pdf)

The feedback gathered from these consultation activities will also be shared with relevant project leads to feed into on-going Care Act work. **A report further analysing the feedback is due to be completed in September 2014.**