The Future of the Independent Living Service

Public Consultation on proposed changes
20 September – 2 November 2017
kent.gov.uk/ilsconsultation
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Introduction
The Kent County Council (KCC) Independent Living Service (ILS) currently provides support for adults with learning disabilities across the county.

We have looked at the services we directly provide and will be making some changes to focus on providing services for those children and adults with the most complex needs.

This means that the ILS will no longer be a service that KCC provides to people with learning disabilities.

We will be talking to those that currently receive ILS support regarding alternative options which will include:

1. An Alternative Supporting Independence Service (SIS)
   There are other providers who support people with a learning disability in the same way as ILS. These providers are part of the Supporting Independence Services (SIS).

2. A Direct Payment:
   Direct Payments are money paid from KCC to the individual if they get help from adult social care. They can use the money to arrange their own support.

The amount of service individuals receive will not change.

This is part of the wider KCC Transformation Programme that is seeking to improve the experience for service users, providing better services that are more efficient. The link to further Transformation information can be found at http://www.kent.gov.uk/__data/assets/pdf_file/0004/66577/Your-life,-your-wellbeing-easy-read-strategy.pdf or Adult Transformation pages on www.kent.gov.uk

The ILS staff will be staying with KCC and there will be a separate staff consultation about their future.

Background
The ILS was established in 1988 as a service providing support for adults with learning disabilities and currently delivers services from two locations within the County (East and West).

The type of support provided by the ILS includes:-

• Budgeting and money management (including benefits and debt management)
• Travel training
• Menu planning, dietary guidance, shopping and cooking
• Household tasks
• Ensuring adequate personal care including verbal prompting
• Medication monitoring and administration
• Assistance in making and attending health and other appointments
• Offering information and advice within drop-in Gateway Clinics
These services are registered with the Care Quality Commission to enable them to deliver personal care.

In December 2014 the ILS was redesigned and divided into two parts, Kent Pathway Service (KPS) and the ILS.

The Kent Pathways Service (KPS) supports young people and adults with a learning disability to become more independent by supporting them to develop their skills so that they can do more for themselves.

The support provided (up to twelve weeks), is intensive and task specific for people to learn and develop skills at home and in the community such as daily living skills, community safety, learning to travel independently, preparing for work, college, finding daily and social activities.

The Service was originally designed and developed as a six month pilot in the locality office of Dover and Thanet. This was successful and KPS has now been implemented across Kent since April 2016.

From April 2016 to June 2017, 632 successful referrals have been completed increasing people’s skills and independence. This also has an impact on people’s confidence and their willingness to try other new things.

This new service continues to grow and develop and as a result of this the number of hours and service users currently supported via ILS has reduced significantly.

Proposal

The proposal is that the ILS will no longer be a service that KCC offers individuals in Kent. Kent County Council therefore wishes to consult with the service users who currently access the service regarding their choice of an alternative provider that will meet their current assessed need. This is not to discuss the level of support an individual currently receives.

In some circumstances there will also be a need to consult with the current Landlords.

During the formal consultation all those currently accessing the ILS will have the opportunity to meet on an individual basis to discuss options for the future. There will be no reduction in support, only a change in who will provide the support.

There will be a separate formal consultation with staff.

Options could include:

- Alternative Supporting Independence Services (SIS) Provider

The current SIS contract provides to approximately 90% of clients with a learning disability and supports around 1,500 clients in total. There are currently 63 SIS providers across the county.

Services provided by SIS are the same as those provided by ILS support workers. The proposal is not to change the level of the individual’s support only to change who delivers this support.

We have identified that the external market does have the capacity to provide the support.

For further information individuals can contact their Care Manager or speak to their Support Worker.
- **Personal Budget - Direct Payments**

  Individuals with a personal budget could access a Direct Payment to purchase their preferred provision direct with the provider. Use of the Direct Payment system has more than doubled since 2010 and it is hoped that the increased choice available will be of benefit to those currently accessing the ILS. For further information individuals can contact their Care Manager, speak to their Support Worker or visit the following website [http://www.kent.gov.uk/social-care-and-health/care-and-support/paying-for-care/paying-with-direct-payments](http://www.kent.gov.uk/social-care-and-health/care-and-support/paying-for-care/paying-with-direct-payments).

**Consultation Approach**

We will ensure there is full engagement with service users and their families. As part of the consultation period each service user currently accessing ILS support will have the opportunity to discuss their individual circumstances on a 1:1 basis.

The table below captures current support provided by ILS:

<table>
<thead>
<tr>
<th>Number of Individuals receiving support</th>
<th>Current support hours being delivered per week</th>
</tr>
</thead>
<tbody>
<tr>
<td>13</td>
<td>30 mins to 1 hour</td>
</tr>
<tr>
<td>29</td>
<td>2 hours to 3 hours</td>
</tr>
<tr>
<td>6</td>
<td>4 hours to 5 hours</td>
</tr>
<tr>
<td>8</td>
<td>6 hours to 8 hours</td>
</tr>
<tr>
<td>4</td>
<td>Above 10 hours</td>
</tr>
</tbody>
</table>

Currently 75% of support delivered is between 30 mins and 3 hours per week.

Advocacy Services will be available to support individuals throughout the consultation and implementation process. Advocacy services can be accessed by talking to your ILS staff or by going directly to the website [www.kentadvocacy.org.uk](http://www.kentadvocacy.org.uk), emailing [kent@seap.org.uk](mailto:kent@seap.org.uk) or telephoning 0300 3435714.

The ILS staff will ensure there is a smooth handover to the new provider with a period of transition.

Individuals will be fully involved in identifying and choosing alternative support. This could include Direct Payments or alternative SIS providers.

All consultation documentation, decision documentation, newsletters and information will be produced in easy read as a standard for this service.

We have looked at the services we directly provide and to support the changes we will require additional staffing so there are no plans to reduce staffing. The ILS staff will therefore be staying within KCC. There will be a separate staff consultation.
As part of change activity at Kent County Council, there will be other consultations taking place in Autumn 2017 that could affect Adult Social Care. If you are directly affected by any other proposed changes, you will receive information by post. Otherwise, please visit www.kent.gov.uk/consultations to take a look at consultation activity.

Consultation timetable

| Consultation Period (Consultation Meetings, 1:1 meetings, etc.) | 20th September – 19th October 2017 (extension to 2nd November if required) |
| Recommendation reports presented to Adult Social Care Cabinet Committee for discussion | 23rd November 2017 |
| Decision taken by Cabinet Member for Adult Social Care | Week commencing 11th December 2017 |
| Expected start date for changes, if the proposal is agreed | From January 2018 |

You can give us your views in the following ways:

- Access information and complete the questionnaire online at www.kent.gov.uk/ilsconsultation
- Return the paper questionnaire to:
  OSU Technical Support
  Social Care, Health & Wellbeing
  Kent County Council
  Invicta House
  Maidstone, ME14 1XX
- Email any queries, views or feedback to ilsconsultation@kent.gov.uk
- Telephone any queries to Tel: 03000 415412 (between 10am and 4pm).
Consultation Questionnaire

Privacy: Kent County Council collects and processes personal information in order to provide a range of public services. Kent County Council respects the privacy of individuals and endeavours to ensure personal information is collected fairly, lawfully, and in compliance with the Data Protection Act 1998.

Q1. Are you completing this questionnaire on behalf of:
   Please select the option that most closely represents how you will be responding to this consultation.
   Please select one option.

   - [ ] Yourself (as a Service User)
   - [ ] Yourself as a member of staff at an ILS service
   - [ ] A relative/carer of someone who uses (or has recently used) ILS
   - [ ] An organisation
   - [ ] Other, please specify:
     
Q1a. If you are responding on behalf of an organisation, please tell us the name of the organisation:

   

Q2. Do you have any concerns about the proposals?

   - [ ] Yes
   - [ ] No
Q2a. If you have answered ‘yes’ to Q2, please tell us what these concerns are.

Q3. Do you have any views/comments on how we can best support individuals through a change in provider?

KCC has also completed an Equality Impact Assessment (EqIA) on the proposals. An EqIA is a tool to assess the impact any policies or strategies would have on race, age, disability, gender, gender reassignment, sexual orientation, religion or belief and carers’ responsibilities. We welcome your comments on this.

To view the documents go to www.kent.gov.uk/ilsconsultation
It is not necessary to answer these questions if you are responding on behalf of an organisation.

About You
We want to make sure that everyone is treated fairly and equally, and that no one gets left out. That's why we’re asking you these questions. We won't share the information you give us with anyone else. We'll use it only to help us make decisions, and improve our services. If you would rather not answer any of these questions, you don’t have to.

Q4. Are you......? Please select one box.

- Male
- Female
- I prefer not to say

Q5. Which of these age groups applies to you? Please select one box.

- 0-15
- 16-24
- 25-34
- 35-49
- 50-59
- 60-64
- 65-74
- 75-84
- 85 + over
- I prefer not to say

Q6. What is your postcode?

We use this to help us analyse our data it will not be used to identify who you are.

Q7. Do you regard yourself as belonging to a particular religion or belief? Please select one box.

- Yes
- No
- I prefer not to say

Q7a. If you answered ‘Yes' to Q7, which of the following applies to you? Please select one box.

- Christian
- Hindu
- Muslim
- I prefer not to say
- Buddhist
- Jewish
- Sikh
- Other
- Please write in below
The Equality Act 2010 describes a person as disabled if they have a longstanding physical or mental condition that has lasted, or is likely to last, at least 12 months; and this condition has a substantial adverse effect on their ability to carry out normal day-to-day activities. People with some conditions (cancer, multiple sclerosis and HIV/AIDS, for example) are considered to be disabled from the point that they are diagnosed.

Q8. Do you consider yourself to be disabled as set out in the Equality Act 2010?

*Please select one box.*

[ ] Yes  [ ] No  [ ] I prefer not to say

Q8a. If you answered ‘Yes’ to Q8, please tell us the type of impairment that applies to you. You may have more than one type of impairment, so please select all that apply. If none of these applies to you, please select ‘Other’, and give brief details of the impairment you have.

[ ] Physical impairment

[ ] Sensory impairment (hearing, sight or both)

[ ] Longstanding illness or health condition, or epilepsy

[ ] Mental health condition

[ ] Learning disability

[ ] I prefer not to say

[ ] Other (please specify)
A Carer is anyone who cares, unpaid, for a friend or family member who due to illness, disability, a mental health problem or an addiction cannot cope without their support. Both children and adults can be carers.

**Q10. Are you a Carer? Please tick one only.**

- Yes
- No
- I prefer not to say

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**Thank you for taking the time to complete this questionnaire.**

**To return your questionnaire - please see contact details on page 5.**