

CONSULTATION REPORT: Neath Port Talbot's Adult Social Care Strategy 2023 - 2026

Background

- 1.1 On 13th July 2023, Social Services, Housing and Community Safety Cabinet Board authorised officers to consult members of the public and other stakeholders for 60 days on Neath Port Talbot's Draft Adult Social Care Strategy 2023 - 2026.

The report highlighted the Council's proposals for the medium term future of Adult Social Care in Neath Port Talbot, including placing greater emphasis on early intervention and prevention services.

Set against a background of increasing demand for our services and economic pressures requiring budgetary savings, the provision of good social care support for adults and carers remains a priority of the Council.

Neath Port Talbot Council's Draft Adult Social Care Strategy 2023 – 2026 sets out three broad themes:

- Helping people to help themselves (IAA, supporting unpaid carers, promoting Assistive Technology)
- Building relationships and making connections (unpaid carers, social isolation, remodelling Network teams, Prevention and Early Intervention, volunteering)
- Living the life you want (putting individuals at the centre of decision making, positive risk-taking, appropriate accommodation)

2.0 Introduction

- 2.1 A range of engagement and consultation activities have taken place in order to help inform Neath Port Talbot's Adult Social Care Strategy 2023 – 2026. The purpose of this was to:

- Provide a mechanism for people to contribute their views of the Plan, make comments and suggestions, including alternative proposals
- Find out whether people agreed or disagreed with the proposals and the reasons why.

3.0 Consultation objectives

- To provide a mechanism for people to contribute their views

- To find out if people agree or disagree with the proposals and the reasons for this
- To provide a mechanism for people to make comments and suggestions
- To provide a mechanism for people to suggest alternative proposals
- To ensure that the consultation was available in a format so people could understand

4.0 Overarching public consultation – Methodology

4.1 To help ensure that the consultation was as widely available as possible, people could submit their views by three mechanisms:

- **Online** - a self-completion questionnaire was published on the Council's website. Respondents were not asked to identify themselves, but were asked to indicate why they were interested in the Draft Plans and their postcode. The questionnaire was live from 31st July to 29th September 2023.
- **Email** - The email address ccu@npt.gov.uk was promoted for people who wanted to respond via this mechanism.
- **Corporate social media accounts** – the Council's corporate Facebook and X/Twitter accounts were also monitored for feedback on Neath Port Talbot's Adult Social Care Strategy 2023 – 2026.

4.2 The consultation was promoted via:

- The Council's dedicated web page - Have your say [Consultations - Neath Port Talbot Council \(npt.gov.uk\)](https://www.npt.gov.uk/consultations)
- The Council's corporate staff newsletter 'In the Loop'. The purpose of this was to encourage staff to give their views and as an additional way to raise awareness of the consultation amongst residents as a significant number of staff live in the county borough.

5.0 Overarching Public Consultation – Responses

A total of three completed questionnaires were received during the consultation period. All were completed in English and submitted online.

The following provides a summary of the feedback from the questionnaire responses. All percentages shown in this section are relative to the total number of completed questionnaires.

5.1 **About the respondents**

Of the 3 responses:

- 3 (100%) stated that they are a resident of Neath Port Talbot

5.2 **Age**

The respondents stated they were in the following age ranges: 1 (33%) 30 – 39, 1 (33%) 50-59 and 1 (33%) preferred not to say.

5.3 **Gender**

1 (33%) respondent was female, 1 (33%) was male and 1 (33%) preferred not to say.

5.4 **Ethnic origin**

2 (67%) respondents described their ethnicity as White British with 1 (33%) preferring not say.

5.5 **Sexual orientation**

2 (67%) respondents described themselves as heterosexual with 1 (33%) preferring not to say.

5.6 **Disability**

1 (33%) respondent stated that they did not have a disability, 1 (33%) said they did have a disability, while 1 (33%) preferred not to say.

5.7 **Welsh Language**

2 (67%) respondents reported as learner, while 1 (33%) stated they were a fairly fluent speaker and writer of Welsh.

6.0 **How respondents feel about the proposals**

The following summarises the responses received for each question.

6.1 **To what extent do you agree or disagree with the proposed Strategy?**

1 (33%) respondent stated they tend to agree; 1 (33%) neither agreed not disagreed; and 1 (33%) strongly disagreed.

6.2 How easy or difficult do you find it to get information about what social care and support you can have?

2 (67%) respondents stated that it was fairly easy and 1 (33%) stated don't know.

6.3 Do you think that the Adult Social Care Strategy would have a positive or negative impact on any of the adult social care sector?

2 (67%) respondents stated that it would have a positive impact and 1 (33%) stated it would have a negative impact.

6.4 Do you think that the Adult Social Care Strategy would have a positive or negative impact on the Welsh language?

2 (67%) respondents stated that it would have a positive impact and 1 (33%) stated don't know.

6.5 Do you think that the Adult Social Care Strategy would have a positive or negative impact on any protected equalities characteristics?

2 (67%) respondents stated that it would have a positive impact and 1 (33%) stated it would have a negative impact.

6.6 Do you think that the Adult Social Care Strategy would have a positive or negative impact on valleys communities?

1 (33%) respondent stated that it would have a positive impact, 1 (33%) stated it would have a negative impact, and 1 (33%) stated don't know.

6.7 How important is it for the Council to consider the resources it has available to support the most vulnerable residents and reduce overall dependency on social services?

3 (100%) respondents stated that it was very important.

7.0 Social Media and Email Responses

7.1 No responses were received via these sources.

8.0 Formal Responses

8.1 No formal responses were received from other stakeholders.

9.0 Petitions

9.1 The Council received no petitions relating to the Draft Strategy.

11.0 Council Response to the Consultation

11.1 The Council response to comments received is shown below in a “you said - we did” format

Number	You said – Comment	We did – Response
1	When providing care for vulnerable people expenditure should not be a factor. Duty of care is paramount.	The Council’s various policies ensure that individuals with an assessed social care need receive the right type and level of support.
2	I think it is vital that as an individual we are able to exercise choice and an opinion when planning our own support needs. More choice around care and support providers. If receipt of direct payments or attendance allowance we should have more choice in how we procure support.	All social care assessments and resulting care and support packages are person-centred in discussion with the individual and their family/carers. Direct Payments are offered to those who wish to have greater control over the delivery of their care and support.
3	Anything that collates and shares information about what's going on and what's available is a good thing. I like the idea of a central hub and integrating more services into a patch based network system means that you can combine specialist and local knowledge. As a council employee myself I know the value of being made aware of what services are out there.	No response required.
4	As I work within the social care sector, I am confident I am able to get the information I require, I often sign post clients and their families based on my own knowledge	No response required.
5	Sometimes knowing what's available can be quite challenging, there's often lots of different services provided by the authority and 3rd sector doing similar things. It's also hard to find all the information in one place.	The Council’s Single Point of Contact (SPOC) can provide advice and signposting regarding what services are available to individuals. This can often lead to a referral so that the individual receives appropriate care and support.

6	At the end of the day care will be reduced and people's lives will be made more difficult.	The Council's various policies ensure that individuals with an assessed social care need receive the right type and level of support.
7	I like the focus on empowering and informing individuals themselves and having a service model that does with rather than does for or does to. Giving people information early on can help them stay independent for longer and meet needs/outcomes in the community rather than relying on the authority allowing it to focus on things that only the authority can do.	The Council continues to emphasise Prevention & Early Intervention services to help people remain in their own homes and communities for as long as practicable.
8	Anything that is individual focussed will allow people to have services in their preferred language. For Welsh speakers this is important. Similarly if people have the option to get information and advice in their preferred language they'll be able to use it more	All care and support services are person-centred and this includes an individual's language preferences.
9	I firmly believe in empowering people regardless of age, disability etc. I like the focus on working with people, giving them the ability to make choices for them, allowing people to lead the lives they want rather than the ones we (the authority) think they should be leading etc.	No response required.
10	Reduces face to face care.	All those with an assessed social care need will receive the care and support they need, whether this is face to face care, the availability of Assistive Technology to help maintain independence, advice or signposting. This will be based on an individual assessment of the person's needs.
11	Informal carers would and should be recognise for the support that they provide within these communities.	The support of unpaid carers is central to our strategy and activities.
12	Considering the recent published review of the implementation of the Social Services and Well-	The Commissioning Unit and wider Adult Social Care conduct regular reviews of services to ensure individuals'

	<p>being Act by The Welsh Government I think it would be useful to test local NPTCBC implementation using the National review and to include the importance of reviewing implementation within the strategy. There must be an emphasis within the strategy that in accordance with the Act informal carers have the same rights as the people they care for. The strategy needs to recognise that the Voluntary Sector must be considered an equal partner in the planning and the delivery of the service.</p>	<p>needs are met. This includes commissioned services which support unpaid carers. The strategy will be reviewed at regular intervals to ensure its relevance is maintained.</p>
13	<p>Couldn't agree more, it's empowering and a great source of self-esteem to be able to manage your own life as independently as possible and not get into a situation where you're dependent on the state for everything. As someone with a disability myself I think it's important to be encouraged to take responsibility and ownership of my own circumstances as much as possible. As the population ages the council has to be judicious and responsible with taxpayer funds and shouldn't be paying for things that can be met in the private/3rd sector.</p>	<p>No response required.</p>