

**ADULTS AND COMMUNITIES DEPARTMENT****ADULTS AND COMMUNITIES STRATEGY 2025-2029  
'DELIVERING WELLBEING AND OPPORTUNITY IN LEICESTERSHIRE'****KEY FINDINGS OF CONSULTATION SURVEY****Introduction**

1. A public consultation on the Adults and Communities Strategy 2025-2029 commenced on 18 February 2025 and concluded following an eight-week period on 14 April 2025.
2. Part of the eight-week consultation period fell within the pre-election restrictions that were applied from the 17 March 2025, and formally from the 24 March 2025. During this period all communications, public facing advertising and engagement events with external/partner agencies ceased.
3. The aim of the consultation was to gather feedback on the aims, outcomes and actions set out in the draft Strategy. The consultation was specifically interested in:
  - views on our ambitions as detailed within the Strategy;
  - views on aims detailed within the elements of our strategic model (Wellbeing, Prevent need, Delay need, Reduce need, Meet need);
  - views on aims detailed to meet priorities for People and Communication, engagement and supporting delivery;
  - views on the impact of the strategy and any other comments.

**Consultation**

4. The consultation commenced on the 18 February 2025, until 14 April 2025 and was supported by the Communications team, Business Intelligence, Business Support and the corporate Policy and Engagement team.
5. The consultation consisted of a dedicated Have Your Say webpage. The webpage detailed a summary script of the Strategy and consultation and provided a dedicated phone line and email, which were monitored by the Department's Business Support team.
6. The Have Your Say page also contained the following documents for review electronically, or they could be requested (via the dedicated phone/email) to be printed, posted with a postage paid return envelope:
  - the draft Strategy;
  - an adapted (easy read) version of the draft Strategy;

- an adapted (easy read) version of the consultation survey;
  - the consultation survey (via an electronic link).
7. To publicise the consultation and the draft Strategy, the Communications team used a variety of media releases, newsletters, social media and email/messages:
- **Media**  
Launch release:  
<https://www.leicestershire.gov.uk/news/have-your-say-on-the-draft-adults-and-communities-strategy-for-2025-29>
  - **Newsletters:**  
Digital Leicestershire Matters – 21 February 2025  
Communities Newsletter - issue February 2025  
Wellbeing and Communities Newsletter - issue February 2025  
Parish Councils Newsletter - issue March 2025  
Five for Friday: 7 March 2025 <https://us10.campaign-archive.com/?u=23297bdcae3ba9bf4ad336a94&id=44927cca83>
  - **Social media (via LCC accounts)**  
Various County Council accounts (activity suspended from 17 March due to pre-election period)
  - **Internal messages (LCC only)**  
Corporate News (published 14 March)  
<https://leics.sharepoint.com/sites/whatsnew/SitePages/Have-your-say-on-the-draft-Adults-and-Communities-Strategy-2025-29.aspx>  
Viva Engage – posted by Stephen Shippey  
A&C Staff News - February 2025  
<https://leics.sharepoint.com/sites/adultsandcommunities/SitePages/ac-staff-news-february-2025.aspx>  
A&C digital screens (County Hall and locality offices) – February 2025
  - **Other**  
Provider Bulletin – Issue 71 – 24 February 2025  
<https://resources.leicestershire.gov.uk/sites/resource/files/2025-02/E-bulletin-Issue71-24-February-2025.pdf>  
Email to comms officers within (Leicestershire Partnership NHS Trust/University Hospitals of Leicester/Integrated Care Board)
8. Emails were sent on behalf of the Director of Adults and Communities to:
- Chief Executives of District Councils
  - Volunteer and carer services (Voluntary Action South Leicestershire and Voluntary Action Leicestershire)
  - Director of Public Health
  - Health and Wellbeing Board and sub-group leads

9. A consultation presentation was developed and presented to the providers of social care services via the four monthly provider briefings which took place on:
  - 3 March – Care home providers;
  - 3 March – Home care providers;
  - 5 March – Supported living providers;
  - 6 March – Community Life Choices forum.
10. The consultation information was distributed within the Provider Bulletin.
11. Departmental staff were updated about the consultation and invited to take part in the consultation through the following:
  - Weekly Care Pathway update;
  - Publicising on Viva Engage (an internal social media style platform);
  - Staff roadshows which took place during January and February 2025;
  - Departmental staff newsletter;
  - Digital screens in staff offices.
12. To inform staff about the Strategy, a video presentation about the draft Strategy and the consultation was shared with all departmental staff via the Learning Hub (Thrive).
13. The video presentation was viewed 237 times and Team Managers were encouraged to use it as part of team meetings or staff could view independently.
14. Adapted (easy read) versions of the draft Strategy and survey were distributed to members of the Learning Disability Partnership Board.

### **Consultation Results**

15. The consultation survey consisted of a number of questions, including the following:
  - a) Role of person completing the survey (member of public, professional etc.)
  - b) A range of questions, on the following areas, with a scaled response (strongly agree to strongly disagree), followed by a comment box to explain the response further:
    - i. ambitions to meet wellbeing needs
    - ii. ways of working
    - iii. strategic model to meet wellbeing
    - iv. aims of the department
    - v. aims for wellbeing
    - vi. aims for prevent need

- vii. aims for reduce need
- viii. aims for delay need
- ix. aims for meet need
- x. impact of the Strategy
- xi. any other comments

c) Demographic data on the person completing

16. Google Analytics showed that the Have Your Say page with the embedded consultation survey link was viewed 406 times; 56 people opened the consultation survey, a total of 40 people completed the consultation survey (39 online and one person via the adapted survey).

### **Key findings**

17. The key findings of the consultation survey show that for all questions with a scaled response, at least 80% of respondents chose *Strongly agree* or *Tend to agree* for questions in i to x (15b above).

18. The following is a summary of responses taken from respondents who choose, Neither agree or disagree; Tend to disagree or Strongly Disagree, along with recommendations for the Department to address.

<b>Question 4:</b> <b>What extent do you agree/disagree with our ambitions to meet wellbeing?</b>	
<b>Response</b>	<b>Recommendation for Department to address</b>
<i>So few libraries are fully run by Leicestershire County Council , you are asking a great deal of the volunteers who run the community libraries.</i>	We will continue to support all our community managed libraries which are highly valued by their local communities.
<i>When one person moves from one category to another will it be a case of starting over again or will there be an effective handover of service lead?</i>	Capturing the persons voice, needs and strengths is part of strength-based practice – promoted in this Strategy.
<i>I have first-hand experience of not being able to get help whilst being a full time carer to my partner. Where is the help for me?</i>	Capturing carers' needs is a focus of this Strategy. All carers have the right to an assessment of their needs and where required provision of services to support them in their caring role.
<i>I have known adults in the past who have had trials at day services and wanted to go there and progress has been demonstrated but they have been push towards non-purposeful activities as they were cheaper and are regarded as just adult minded services</i>	The Strategy refers to promoting choice and control and supports Direct Payments to encourage this. Where people do not feel their needs are being met they are entitled to a review of their support plan.

<b>Question 5: What extent do you agree/disagree with our ways of working?</b>	
<b>Response</b>	<b>Recommendation for Department to address</b>
<i>I have known adults who it has taken far too long to arrange finance, have been lied to and even after complaints nothing speeded up.</i>	Adult Social Care Finance have recently undergone a Financial Improvement Programme to reduce waiting time for financial assessments.
<b>Question 6: What extent do you agree/disagree with the strategic model to meet wellbeing?</b>	
<b>Response</b>	<b>Recommendation for Department to address</b>
<i>Nebulous statement and hard to quantify. It really depends on where you live, what team you are in/supported by and local service provision.</i>	This to be a focus in operational teams' business planning and fed back to the commissioning service.
<i>What about actually speaking to the people you are trying to help?</i>	We consult with the public and complete 'experience' surveys with the public. We are developing our customer feedback process to be rolled out later in 2025. We have an established Engagement Panel and the Strategy provides aims around listening to people's experiences and co-producing with members of the public.
<i>Some cases take far too long to get arranged and cause stress and anxiety to those involved</i>	Our Adult Social Care teams are conducting focus work on waiting times and this forms part of current business planning and risk identification.
<i>The model would work if actually applied. My experience of Adult Social Care is that the Care and Wellbeing of patients (my wife suffers from dementia) and carers are largely ignored. I have a medical problem myself but all that Adult Social Care seem to be concerned about is following arbitrary guidelines and saving money. Time is not relevant; someone can suffer while they do nothing.</i>	Keeping people updated whilst receiving or waiting for adult social care is part of our Waiting Well Policy. As per previous comment, waiting times are being reviewed as part of current business planning.
<i>This sounds great but there needs to be more staff to carry it through as in some cases the journey starts but for some reason is delayed due to staff shortages and young adults lose their confidence in all that has gone before.</i>	Our Pathway to Adulthood is being reviewed and timeframes for the service forms part of this.

<b>Question 7: What extent do you agree/disagree with the aims of strategy?</b>	
<b>Response</b>	<b>Recommendation for Department to address</b>
<p><i>How can you decide how care providers will recruit staff? They are independent organisations.</i></p> <p><i>You rely too much on volunteers and care givers.</i></p> <p><i>Information about what is available is not known to the public, which makes planning future care needs very, very difficult.</i></p>	<p>Care providers are supported through the Inspired to Care team and this includes support for recruitment if required.</p> <p>An aim of the Strategy is to develop our quality advice and information offer.</p>
<b>Question 8: What extent do you agree/disagree with our aims for wellbeing?</b>	
<b>Response</b>	<b>Recommendation for Department to address</b>
<p><i>Let people know what the council is doing to support the wellbeing of the people of Leicestershire. Make it easy to find out.</i></p>	<p>Proposals for letting the public know how well we are meeting the wellbeing needs of Leicestershire to be considered within senior management teams and business planning.</p>
<b>Question 9: What extent do you agree/disagree with our aims for prevent need?</b>	
<b>Response</b>	<b>Recommendation for Department to address</b>
<p><i>Make sure you deliver on your previous aims before you try to expand them even further.</i></p>	<p>We have delivered on previous aims but this may not have been communicated as effectively as it could be with the public.</p>
<p><i>Absolutely agree but contacting the right person within Adult Social Care and getting a response as quickly as possible is something that doesn't often happen, this would need to be looked at for a good outcome.</i></p>	<p>We recognise this is an area we can make improvements and it has been added as an aim.</p> <p>This will form part of business planning.</p>
<b>Question 10: What extent do you agree or disagree with our aims for reduce need?</b>	
<b>Response</b>	<b>Recommendation for Department to address</b>
<p><i>Isn't this the same model that has so far failed on so many levels?</i></p>	<p>Our reablement services have been shown to promote independence.</p>
<p><i>I found the HART Team to be useless in my situation - as I had said they would be. I haven't seen any evidence of any of the other points actually happening. As my wife's primary carer, I am in the best position to identify and quantify her needs - but I am consistently ignored. Most of the points would not apply to my wife's situation in any case.</i></p>	<p>We will review any individual where the support plan is not meeting their needs.</p>

<b>Question 11: What extent do you agree or disagree with our aims for delay need?</b>	
<b>Response</b>	<b>Recommendation for Department to address</b>
<i>It is important to maintain independence but to be solely focused on home care and not to enable assisting living and care homes to assist with vulnerable adults who require assessment and extra support</i>	The Strategy has aims to develop different commissioning approaches and this will cover all types of care needs for a person. This will form part of business planning.
<b>Question 12: What extent do you agree or disagree with our aims for meet need?</b>	
<b>Response</b>	<b>Recommendation for Department to address</b>
<i>I'm afraid it's just words. People in the community need to see real progress</i>	As per Q8 response - Proposals for letting the public know how well we are meeting the needs of Leicestershire to be considered within senior management teams and business planning.
<i>There is a demand for young people to move into independence within their own community but not the availability, there are waiting lists for this type of service which seems to be getting longer.</i>	This to be fed into our commissioning teams who review demand for supported living.
<b>Question 13: Impact of the strategy statements (focussing on non-agree statements)</b>	
<b>Response</b>	<b>Recommendation for Department to address</b>
<i>I don't think it will make any significant difference at all. Too many resources and money spent on producing a document, the content of which will fall short of actual delivery of services</i>	Aims within the Strategy form part of the departmental business plans with progress being regularly reviewed.
<i>It's all very well non-paper but when promises are made and are not delivered and Social workers don't return calls or emails, it makes a mockery of everything.</i>	The theme of communication will be a focus within business planning.
<i>It won't unless it is actually put into practice. The feedback I have been given by several people is that Children's Social Care is reasonably good but as soon as someone reaches adulthood and is transferred to Adult Social Care, the standard drops dramatically.</i>	This comment will be fed into the current review of our Pathway to Adulthood.
<i>If volunteers are trained for their role and more training was available for staff to understand the needs of people they serve in the community, and the time scale wasn't so long then I feel it would be a very positive move. From what is observed at the beginning of an assessment to when the actual service starts can be very different so I feel the time scale is very important.</i>	In many circumstances, service delivery can be within a couple of days (quicker if urgent care required). However this comment will be fed back into our operational teams for review.

<b>Question 14:</b> <b>Any other comments (focussing on improvements to be made statements)</b>	
<b>Response</b>	<b>Recommendation for Department to address</b>
<i>I work for Creative Learning Services. Part of the Culture Leicestershire Offer. We are not mentioned once in this draft strategy and the word 'school' appears only once but not in relation to our service. i realise we don't warrant a separate article but we are very much part of and work across collections, libraries and heritage. Please explain.</i>	This will be fed back to the Culture Leicestershire lead and an amendment made to the strategy to include this service area.
<i>While the strategy broadly aims to deliver wellbeing and opportunity in Leicestershire and promote independence, it could be strengthened by more explicitly addressing the challenges faced by the homeless population, particularly those with care and support needs. The strategy details support through Adult Social Care, including assessments, independent living support, and supported accommodation. However, feedback should emphasize the need for clarity on how these services will be effectively accessed and tailored for individuals experiencing homelessness, who may have complex needs and lack a stable address or support network. We would be happy to share our experiences with case studies to help learning and understanding of homeless supported accommodation and the specific needs of this group.</i>	A recommendation will be made to reach out to Homelessness Services regarding this area.
<i>There must have been many opportunities in the past to improve the standard of service. These either have not occurred or been ignored. What makes anyone think that a lofty set of ideals will be followed unless someone is making it happen. That is the first requirement - get the right people in place at the top.</i>	This is overseen by the Director and Assistant Directors. Progress will be reported regularly against the aims.
<i>There is no mention of Local Area Coordinators or the need for the joined up working of Social Prescribers in GP surgeries. The work of these two organisations is vital in the support of individuals. Lack of Communication between these two areas results in duplication. Out dated computer systems are not helping with this essential process. I think that some reference needs to be made as to how these outcomes are to be achieved. Outlined in Question 7</i>	A recommendation will be made to explicitly refer to joined up working within Local Area Coordinators and Social Prescribers within the strategy.
<i>I have a feeling that you may have difficulty in reaching out to all the people who may benefit</i>	We do receive referrals from our Health partners and external services (such as Age UK)



<i>from your strategy. I cared for my wife, who had Mixed Dementia, for 10 years and the only support I received was from the Memory Clinic and Age UK in the last couple of years of her life.</i>	but if we are not reaching people as expected this can be reviewed as part of the departmental business plan
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19. The following is a summary of key themes from the table above, graded ‘Tend to disagree’ ‘Strongly disagree’ or ‘Neither agree or disagree’.

- a) Demonstrate how the person and or their carer’s voice and needs are best captured – including with how the Department engages with the public.
- b) Inform against progress made within the aims of the Strategy, including providing information relating to the strategic model for the public to access.
- c) Make contacting the right person within Adult Social Care as quick and easy as possible.
- d) Continue to work with partners, whether they are internal, health, social care providers or the voluntary and charity sector, to meet the aims within the Strategy.

20. The following is a summary of responses for the Department to address to questions within the consultation survey that were scored ‘Strongly agree’ or ‘Tend to agree’.

- a) Place a focus on partnership working with Health partners to achieve aims;
- b) Recognise our carers and ensure they are supported;
- c) Tackle digital exclusion;
- d) Ensure that the Department’s aims are followed through and there is clear planning and a review of progress;
- e) Utilise the Department’s strengths (such as Adult Learning and Culture Leicestershire services) to meet aims within other service areas (such as Adult Social Care);
- f) Make it clear and easy to know who to contact within Adult Social Care;
- g) Utilise volunteer and specialist agencies within the Department’s commissioning intentions.

21. Within the survey responses, there were two comments which led to additions being made to the draft Strategy. These comments are summarised within the bullet points below. The additions to the draft Strategy can be found within the “Aims of our strategy – we will” sections on pages 19 and 21.

- To explicitly refer to joined up working with local community health resources such as Local Area Coordinators and Social Prescribers;
- To include reference to Creative Learning Services which form part of Culture Leicestershire.

22. In addition to these two amendments, the summary of responses for the Department to address (detailed within paragraphs 19 and 20) and the aims contained within the refreshed, draft Strategy, will form part of the Adults and Communities departmental business planning. Progress and achievements

against these aims will be monitored and reported to the Department's Management Team.