Fulfilled Lives Consultation Summary Report

1. Introduction

As part of preparing our draft Adult Social Care Strategy 2025-28 'Supporting People to Live a Fulfilled Life', we ran a consultation from 18 November 2024 to 5 January 2025 asking for opinions and feedback on our proposed vision, areas of focus and ambitions, as well as other comments and suggestions about the strategy.

2. Methodology

The consultation was available at haveyoursay.bcpcouncil.gov.uk/fulfilled-lives. The consultation information and surveys were available online and in paper format. Information and all formats displayed and available in libraries and promoted through council contacts. In addition, Easy Read information and surveys were available in paper and online. Large print versions were also available.

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Fulfilled Lives - Shaping our Adult Social Care Strategy

We are preparing our draft Adult Social Care Strategy 2025-28 'Supporting People to Live a Fulfilled Life'. This sets out our direction over the next four years, where we will continuously develop the services we provide.

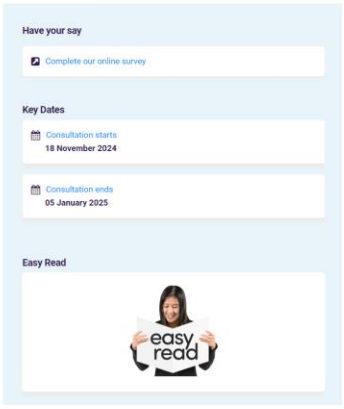
Bournemouth, Christchurch and Poole (BCP) Council's Adult Social Care service support vulnerable young people and adults, people with disabilities, their carers, and a growing number of older people across our communities.

We would really appreciate your opinions and feedback on our proposed vision, areas of focus and ambitions, so please take the time to give your views.

We have been working with Social Care Future to develop our vision for adult social care and we want to support people to achieve a fulfilled life, in the way that they choose and, in a place where they feel safe.

Our areas for focus have been widely influenced by national adult social care changes. Evidence from our quality improvement work has highlighted the areas where we need to do things differently. We have also engaged with residents, stakeholders and our staff to understand their views.

To achieve our ambitions, we will work in collaboration with partner organisations including health, housing, the voluntary and community sector and our independent care providers, as well as people and carers who currently use services, their families and communities.



3. Meetings

DOTs Disability held two meetings to get in depth views from disabled people from across the impairment groups with various experiences of and/or access to Adult Social Care. A separate report has been prepared by DOTs Disability.

The strategy was discussed at a People First Forum meeting with people with learning disabilities in January. The group completed some questions from the Easy Read Survey using show cards. The feedback from the People First Forum has been combined with the Easy Survey results in a separate report.

4. Communication

The consultation was promoted widely through a variety of channels including council's e-newsletters, social media channels, posters and information in all libraries, staff newsletters, Councillors and local media coverage.

Adult social care colleagues promoted the consultation and shared resources to Integrated Care System colleagues, community and voluntary sector partners, people who use adult social care services, members of the public as well as Adult Social Care networks and groups.

5. Drop ins

To promote the consultation and offer people the opportunity to speak to adult social care colleagues, drop-in sessions were held at 12 BCP Council libraries and Tricuro day centres. A stand was also set up at two Covid drop ins at the Spire in Poole in December 2024, where people had an opportunity to talk to staff about the consultation.

6. The Survey

The survey asked for respondents views about the Vision, the Areas of Focus and Ambitions. Personal questions were also asked to understand the profile of respondents and its representativeness.

The survey included several open-ended questions which allowed respondents to provide free-text responses to explain their answers. All free-text responses were read and thematically analysed. Any proposed changes to the strategy have been reported in the survey report. The full set of comments has been provided to Adult Social Care to use in the development of the Strategy and Action Plan, as well as any lesson learned for service planning and delivery.

7. Response

302 people completed an online or paper survey. Of these, 94% responded as individuals and 6% responded on behalf of an organisation.

Of the individuals, 81% are BCP Council residents, 30% are a carer or family member of someone who receives Adult Social Care, 12% work in the BCP Council area, 11% work for BCP Council and 10% use Adult Social Care Services.

In addition, 23 Easy Read forms were completed. Some of these were completed at the People First Forum meeting in January 2025.

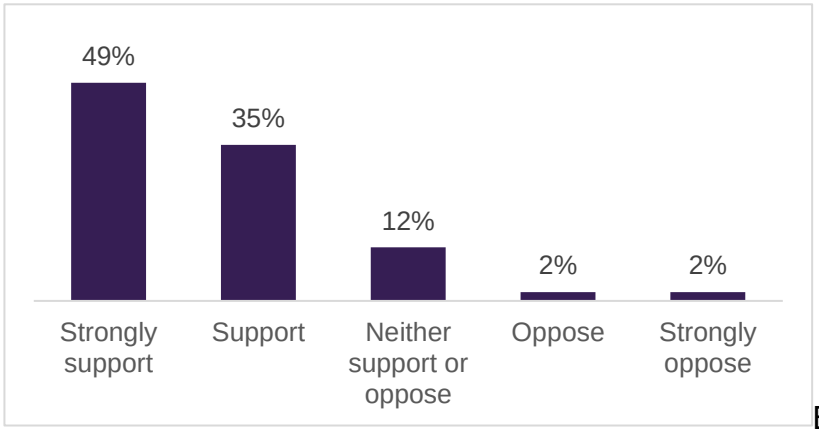
8. Respondent profile

Those aged over 55, females, those living with a disability and those of White British heritage are overrepresented in the consultation when compared to 2021 census figures for BCP. 75% in the survey are aged 55 or over compared to 41%, 67% are female compared to 52%, 34% are living with a disability compared to 21% and 95% are White British compared to 83%.

9. The Vision

'Supporting people to achieve a fulfilled life, in the way that they choose and in a place where they feel safe.'

There is strong support for the vision, with 84% of respondents strongly supporting or supporting the vision. 4% oppose the vision, with 2% opposing it strongly.



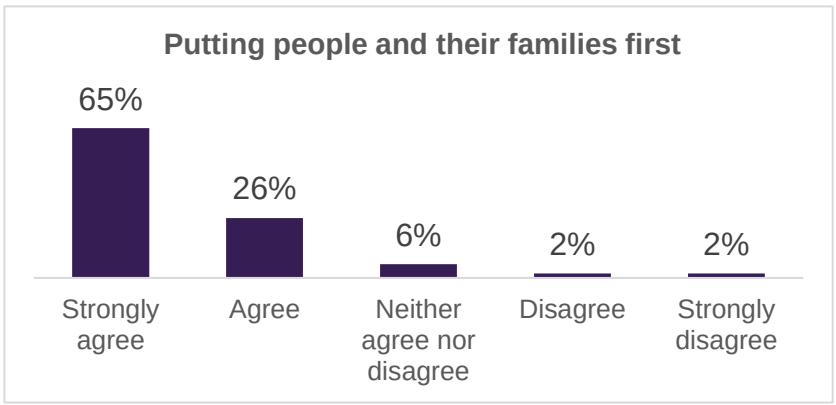
Base =286.

Comments about the vision included suggested wording changes, more mention of carers in the strategy, concerns about the implementation of the vision, which also links with financial and resource concerns. Suggestions were also made, including changes to services, complaints, working with partners and monitoring the strategy.

10. Areas of Focus

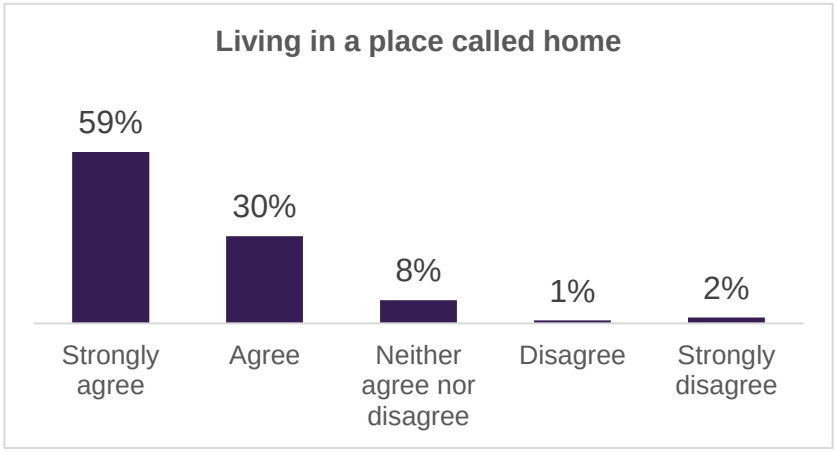
There are high levels of agreement with our proposed areas of focus:

- 91% agree with '*Putting people and their families first*', with 4% disagreeing.



(Base = 300)

- 89% agree with '*Living in a place called home'*. 3% disagree.



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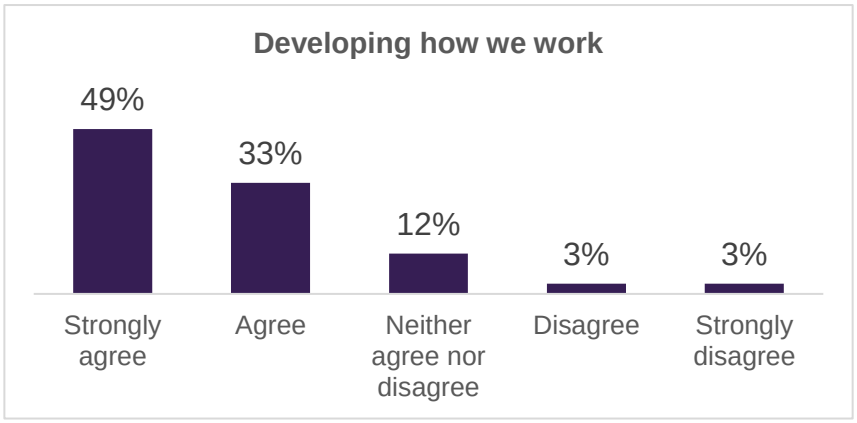
- 82% agree with '*Developing how we work'*. 6% disagree.



(Base = 296)

Respondents made comments on the areas of focus. These have been included in the Consultation Report and shared with Adult Social Care.

11. Comments

112 respondents wrote a comment about the Areas of Focus. The comments were coded into the three areas of focus and comments that were related to the draft strategy were included in the presentation, some of these included suggested changes to the wording for the areas of focus. A few comments related to monitoring the strategy. The other comments (89) have been provided to Adult Social Care in a separate document for review.

12. Ambitions

Respondents were asked to select which of the ambitions they felt were important under each of the three Areas of Focus. They could also tell us whether they think anything needs adding, changing or deleting from the ambitions. The survey report summarises the suggestions respondents made.

Putting people and their families first

The importance of ambitions under *'Putting people and their families first'* range between 49% and 80%, with *'People are empowered to make their own decisions and create support that works best for them'* receiving the highest importance (80%), followed by *'We have a strong focus on prevention to help people maintain their health and wellbeing for longer'* (79%).

(Base = 294)

Living in a place called home

The importance of ambitions under *'Living in a place called home'* range from 59% to 77%, with 77% of respondents rating *'We will continue to invest in valuing and supporting carers, and to deliver the outcomes from our Carers Strategy'* as important.

(Base = 293)

Developing how we work

'*We have the right staff with the right skills, working with people at the right time'* was rated the most important (86%) under *'Developing how we work'*. This was followed by *'We offer people helpful information and advice that is easy to find, including those that fund their own care'* (77%).

(Base = 288)

13. Other comments

Respondents were asked to tell us anything else they would like to share about Supporting People to Live a Fulfilled Life, including any suggestions about what actions are needed to achieve our ambitions.

142 respondents wrote a comment. The comments were coded and sorted into themes. Many of these comments more general. These comments have been provided in a separate report for Adult Social Care Services to review for use in the Strategy Fulfilled Lives Action Plan and for service improvements.

14. How did you find out about the consultation?

41% of respondents found out from an email, 28% from BCP Council newsletter and 8% from council social media. BCP Council employees (5%), BCP Council website (5%), libraries (6%) and other social media (4%) were also sources.

15. Information about Your Voice

37% would like to be sent information about 'Your Voice' and how they can get involved in Adult Social Care. 95 people provided an email address and will be sent information.

16. Consultation reports

The following reports will be available at haveyoursay.bcpcouncil.gov.uk/fulfilled-lives:

- Consultation Report
- Easy Read Survey Report (including feedback from representatives of People First Forum)
- DOTs Disability Report

In addition, all the comments have been made available to Adult Social Care Services for use in the development of the Fulfilled Lives Strategy Action Plan and to review for service improvements and lessons learned.