

## Role outline: Lived Experience Representative – Adult Social Care and Health Assurance Board, Kent County Council

### **Voluntary Role:** Lived Experience Representative

Please note that this is voluntary role and does not constitute an employment contract.

**Remuneration:** This voluntary role has no salary, however the role is eligible for reimbursement of costs for time and reasonable travel.

**Location:** Maidstone (with flexibility for online participation)

**Duration:** This is a non-employee voluntary post for 18 months initially.

**Closing Date for Applications:** 17 November 2024

**Interview Dates:** Week starting 18 November 2024

**Next Board Meeting:** the next board meeting is scheduled for **4 December 2024**, and applicants must be available by this date.

### **Introduction**

In adult social care at Kent County Council, we are committed to ensuring that people with lived experience of drawing on care and support are directly involved in shaping the future of services.

Involving people who have first-hand experiences ensures that the needs of the people we serve are better understood and reflected in decision-making.

The Adult Social Care and Health Assurance Board plays a key role in overseeing the quality, performance, and effectiveness of adult social care in Kent. By bringing in the voices of people with diverse experiences, we can ensure that services are more responsive, inclusive and fit for purpose.

As a **Lived Experience Representative**, you will help to ensure that the views and concerns of people that draw on care and support and unpaid carers (sometimes called family carers) are central to the decisions made by the Assurance Board. This voluntary role offers an exciting opportunity to influence and improve services of those who depend on Kent's adult social care services. Your time will be reimbursed, and reasonable expenses covered and will be discussed prior to appointment.

### **About the Adult Social Care and Health Assurance Board**

The **board** is a governance forum designed to ensure that Kent's adult social care provision is performing effectively and efficiently in line with the priorities of our 'Making a difference every day' vision, wider strategic priorities and our statutory responsibilities. Its primary purpose is to provide oversight, accountability, and assurance across key areas such as quality, performance, finance, workforce and organisational culture.

## **Key responsibilities and functionality of the board:**

1. **Governance and accountability:** The Assurance Board is responsible for maintaining strong governance across adult social care functions. It ensures that these functions are accountable for their performance and that they align with the council's broader strategic priorities and policies.
2. **Strategic priority monitoring:** The board works to identify and review strategic priorities in line with our co-produced 'Making a difference every day' strategy and wider council strategies, assessing risks and success factors. It oversees the implementation of improvement plans and monitors progress across all functions to ensure that targets are met.
3. **Performance assurance:** The board ensures effective monitoring and reporting mechanisms. These systems are designed to provide assurance on the effectiveness of functions, delivering both qualitative and quantitative data to the council's leadership team and other key stakeholders.
4. **Coordination and integrity:** It coordinates reports for the Director of Adult Social Services (DASS) and other senior bodies, ensuring transparency and timeliness in decision-making processes. This includes managing the interrelationship between various performance components, such as quality, culture, and finance.
5. **Stakeholder engagement:** The board ensures that all relevant stakeholders, including people with lived experience, are engaged in decision-making processes. It facilitates their inclusive and active participation, offers necessary support and maintains ongoing positive relationships with board members.
6. **Support for KCC strategies:** The board supports KCC's broader strategies, ensuring alignment with the council's vision for adult social care. It also undertakes regular reviews to assess the board's impact on achieving strategic goals and improving services and support.

The **Assurance Board** functions as a critical oversight body within Kent County Council's Adult Social Care and Health Directorate. It ensures that the activities it conducts are not only compliant with statutory guidance but also continuously improving to meet the needs of Kent's residents. The board drives strategic oversight, performance management, stakeholder engagement and risk mitigation, ensuring the range of functions align with Kent County Council's objectives and deliver effective outcomes.

## **Purpose of the role**

As a Lived Experience Representative, you will bring your first-hand perspective to the Assurance Board. Your insights will help shape the future of adult social care services in Kent. Lived experience representatives will make sure that the views and concerns of people who draw on care and support, including unpaid carers (sometimes called family carers), are central to our decision-making processes.

Your contribution will be essential in helping the board understand the impact of its decisions on real lives and in shaping future social care provision that meets the needs of Kent's diverse communities. Your role as a critical friend means constructively challenging decisions when necessary to promote continuous improvement in care and support provision.

You will have the opportunity to review strategic documents, participate in discussions and offer feedback based on your personal experiences. By being a part of the Assurance Board, you will help to champion improvements and ensure that people are at the heart of everything we do.

## **Kent Values and Cultural Attributes**

- We are **brave**. We do the right thing, we accept and offer challenge
- We are **curious** to innovate and improve
- We are **compassionate**, understanding and respectful to all
- We are **strong** together by sharing knowledge
- We are all **responsible** for the difference we make

### **Our values enable us to build a culture that is:**

**Flexible/agile** - willing to take (calculated) risks and want people that are flexible and agile

**Curious** - constantly learning and evolving

**Compassionate and Inclusive** - compassionate, understanding and respectful to all

**Working Together** - building and delivering for the best interests of Kent

**Empowering** - Our people take accountability for their decisions and actions

**Externally Focused** - Residents, families and communities at the heart of decision making.

## **Main contributions you will make to the role**

### **1. Contributing lived experience to strategic discussions:**

- Take part in Assurance Board meetings, using your lived experience as a form of expertise, providing insights into how decisions impact people drawing on care.
- Assist in the identification and prioritisation of areas for improvement in quality, performance and service delivery from the perspective of someone who draws on care and support.
- Contribute to the identification and prioritisation of areas needing improvement, drawing from personal feedback and broader community feedback.

### **2. Advocacy for people that draw on care and support:**

- Offer constructive feedback and act as a critical friend to the board, challenging decisions when necessary to promote better delivery of adult social care provision
- 3. Policy and performance review:**
- Provide input into the board's assurance framework, including reviewing policies, case studies and outcomes to ensure they are effective for people that draw on care and support.
  - Support the monitoring of the impact and outcomes of adult social care provision, contributing both qualitative and quantitative feedback as appropriate.
- 4. Collaborative engagement:**
- Collaborate with senior stakeholders, such as the Director of Adult Social Services (DASS), and other Assurance Board members to ensure that all voices, especially those of people that draw on care and support are heard and valued.
  - Participate in the review of the board's impact on Kent's adult social care services, contributing personal insights to assessments and reports.
  - The board will use inclusive feedback methods to capture the perspectives of those who may be less comfortable with formal processes or face barriers to participation. This ensures active participation rather than passive involvement
- 5. Professional conduct:**
- Maintain the highest level of confidentiality and professionalism in all board activities.
  - Follow the board's standards of conduct and participate respectfully in all meetings and discussions.
- 6. Advocating for inclusive and diverse involvement:**
- Promote inclusive practices that ensure diverse perspectives are considered in the board's decision-making processes, particularly those related to accessibility, equality, equity, diversity and inclusion within social care services.
  - Champion equality, equity, diversity and inclusion by helping to identify barriers and offering solutions that enhance the involvement of all people that draw on care and support, regardless of background.

**Skills and attributes required**

- **Lived experience:** Direct experience of either accessing adult social care and support yourself or through your unpaid caring responsibilities for another adult.
- **Advocacy skills:** Ability to represent the views of a broader group of people, not just your own personal experiences.

- **Communication skills:** Confidence in communicating your experiences and ideas clearly in discussions and reviewing strategic documents.
- **Collaboration:** Willingness to work with a diverse range of people and contribute to a team-based approach to decision-making.
- **Critical thinking:** Ability to offer constructive feedback and act as a “critical friend” to the board.
- **Diversity awareness:** A strong understanding of, and commitment to, promoting equality, equity, diversity and inclusion within adult social care.
- **Confidentiality:** Ability to handle sensitive information responsibly and maintain professional standards. You will be asked to complete a non-disclosure agreement as personal or business sensitive information may be discussed at board meetings.
- **Commitment to public service principles:** Understanding and commitment to the ‘Seven Principles of Public Life’ (Nolan Principles): selflessness, integrity, objectivity, accountability, openness, honesty, and leadership.

### **Review of your application**

Once we receive your application, the following steps will be taken:

1. **Acknowledgment:** We will confirm receipt of your application via email or post (if specified)
2. **Shortlisting:** A panel of members from Kent County Council will review applications against the required skills and experience. Shortlisted applicants will be invited to participate in an interview or discussion.
3. **Interviews:** Interviews will be held via Microsoft Teams or Zoom, with further details provided upon shortlisting.
4. **References:** Successful applicants will need to provide two references before being formally accepted onto the Board.
5. **Notification:** All applicants will be informed of the outcome of their application. Successful applicants will receive details on next steps, including training and onboarding.

### **Inclusivity and Accessibility**

1. We are committed to ensuring our process is accessible to all. Please let us know if you require any accommodations or adjustments.
2. Discussions are not formal interviews, but opportunities for us to get to know you better and understand your experiences.

3. Face-to-face conversations are available to ensure a more personal and inclusive approach.

**Additional terms:**

**Reimbursement:** Honorarium agreement (reimbursement of reasonable out-of-pocket expenses, no formal salary). You bring a wealth of knowledge and skills from your personal and professional backgrounds. Your experience and skills will be acknowledged through recognition payments. Therefore, you will be compensated for your time attending the Assurance Board meetings, as well as for the pre-meeting briefing and the debrief meetings with the Assurance Board Manager.

**Tax and financial responsibility:** As the role is voluntary, individuals engaged under this agreement will be responsible for managing their own tax duties and other financial responsibilities related to any honorarium or expenses they may receive. Kent County Council will not deduct taxes or provide tax advice, so individuals are encouraged to seek their own tax guidance.

**Support and resources:** Continuous support and access to resources will be available throughout the 18-month term to ensure participants are fully informed and able to contribute effectively to the board's work.

Should either you or Kent County Council feel that this role might not be suitable during this time, we encourage an open and frank dialogue to discuss potential opportunities elsewhere. We recognise that not every role is right for every participant, and we offer an open, equitable, and transparent approach to working together to find the right fit. We are committed to supporting you in feeling empowered and effective in whatever role you hold with us as an organisation.

The board will provide opportunities for ongoing reflection and learning. This will include feedback sessions to help you reflect on your contributions and to continue developing the skills needed for your role

**Transportation and parking:** You will be reimbursed for reasonable transportation arrangements. Parking spaces will be available at KCC premises on the day of the Assurance Board meeting. If parking at KCC is not possible, the cost for any reasonable parking charges will be reimbursed.

**How to claim your reimbursement:** will be provided with a form to submit for reimbursement and other relevant payments. A remittance form will also be given to confirm the payments made to you.

**Meeting arrangements:** You will have a pre-meeting with the Assurance Board Manager to review the documents and reports, providing an opportunity to raise any questions or concerns. Additionally, there will be a debrief meeting with the Assurance Board Manager after the Assurance Board meeting to support you with any questions or queries you may have to further support you in your role.

## How to apply

To apply for this position, please read the role description and send an email highlighting your interest and how you think you might be a good fit for the role.

If you need the information in another format, or would benefit from an informal discussion before applying for the role, please contact **Bharathy Maheswaran** at [Bharathy.maheswaran@kent.gov.uk](mailto:Bharathy.maheswaran@kent.gov.uk).

We will rely on the information you provide in the application form to assess whether you have the values, skills and experience required for this role.

## Diversity and equality of opportunity

KCC values and promotes diversity and is committed to equality of opportunity for all. To help us understand if we are achieving this, we ask you to fill out an equal opportunity monitoring form as part of the application process.

Please let us know if you have any support needs so that we can understand how to assist you in participating fully.

You can submit your application online here on KCC website or by post to **Bharathy Maheswaran, Innovation and Partnerships Division, Adult Social Care and Health Directorate, Kent County Council, Invicta House, Maidstone, ME14 1XX.**

If you require any support in completing your application, or need materials in an alternative format, please contact us at [Bharathy.maheswaran@kent.gov.uk](mailto:Bharathy.maheswaran@kent.gov.uk).

We are committed to ensuring that our process is accessible to all, with accommodations and adjustments available based on your needs

**Closing date for applications: 17 November 2024**

## Contact details

***For further information on this role please contact:***  
[Bharathy.maheswaran@kent.gov.uk](mailto:Bharathy.maheswaran@kent.gov.uk)

We look forward to receiving your application and thank you for your interest in becoming a **Lived Experience Representative** with Kent County Council Adult Social Care and Health.