

**INCOME REVIEW  
REVIEW OF CONSULTATION – Briefing note for organisations**

Following on from the Income Review consultation we are wanting to discuss with organisation and service users and carers why they did/did not participate in the consultation and to find out from them how we can best engage with them in the future.

We understand that organisations may have been asked about their consultation and communication needs in the past and that some of the questions/issues about successful engagement are `obvious` but hopefully the difference this time is that:

- We will report the findings to Social Care Scrutiny Board in April 2009 and identify actions arising to remedy any shortfalls in our consultation and engagement activity
- The results will help form the basis of Adult Social Care's best practice standards

We are happy to discuss this issue with you over the telephone (should take only between 5 – 10 minutes), face-to-face (we can come and meet with you) or by written correspondence (mail and e-mail), which ever is best or most convenient for you.

If you are wishing to complete this questionnaire by e-mail then please return to Jill Candon at [jill.candon@leeds.gov.uk](mailto:jill.candon@leeds.gov.uk).

If you have any queries arising with this questionnaire or this issue, then please contact Jill either by e-mail or by telephone – 0113 3950117.

Thank-you for taking the time to assist us in this process.

Janet Somers  
Business Change Manager  
0113 2477443

**INCOME REVIEW  
REVIEW OF CONSULTATION  
QUESTIONS TO ORGANISATIONS**

1. Did you recall the questionnaire that was sent out to you/your organisation in September 2008?

YES/NO

Comments

If the answer is no – try and find out more. Also, note that before we sent out the questionnaires we sent out probably about 3 letters and in 2007 we consulted with them at that time.

If the answer is definitely no – go to question 6.

2. Did you respond to the questionnaire?

YES/NO

3. If not why not

4. If yes what prompted you to respond?

5. What, in your opinion, could we have done better this time

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6. What is you/your organisations preferred method of communication?

<b>E-mail</b>	
<b>Mail</b>	
<b>Telephone</b>	
<b>Face-to-face</b>	

7. Would you be prepared to take part or send a representative of your organisation to take part in any of the following?

YES/NO

<b>Surveys</b>	
<b>Workshops</b>	
<b>Focus Groups</b>	
<b>Conferences</b>	
<b>Commenting on written briefings</b>	
<b>Receipt of newsletters</b>	

8. Do you have any specific areas of interest?

YES/NO

<b>Mental Health Services</b>	
<b>Learning Disability Services</b>	
<b>Physical Disability Services</b>	
<b>Carers Services</b>	
<b>Dementia Services</b>	
<b>Services for people aged 18-65</b>	
<b>Services for people aged 65 plus</b>	

Any other (comments)

**9. Are you interested in specific services?**

**YES/NO**

<b>Home Care</b>	
<b>Day Services</b>	
<b>Transport</b>	
<b>Direct Payments</b>	
<b>Individual Budgets</b>	
<b>Care Assessment and Management</b>	
<b>Respite and sitting services</b>	
<b>Residential and nursing care</b>	

**10 Would you be interested in being consulted on health services in Leeds?**

**YES/NO**

**11. Do you see engagement and involvement with statutory organisations as one of your core activities or responsibilities?**

**YES/NO**

**Thank-you for spending time thinking about this issue and for completing this questionnaire.**

**If you are interested in receiving the feedback to this review and any actions required by Scrutiny Board, then please let us know and we will send this out to you after the Scrutiny Board meeting in April.**

**If at any time you have any queries about this issues, this review, then please contact Jill Candon on 0113 3950117; or if you have any general queries about engagement in Adult Social Care Services, then please contact Janet Somers on 0113 2477443.**