

**ADULT SOCIAL CARE SERVICES
KEY ELEMENTS OF THE INVOLVEMENT NETWORK**

Appendix 8

Elements of the Framework	Rationale	Links
Service User, Carer and Workforce (virtual) Panels	Larger number of Service Users and Carers. Availability for a range of involvement activities and methods Engage with people who are willing Potentially peer support for each other Aim – to be representative of their respective populations	Quality Performance and Review Corporate Equality and Diversity ASC Disabled Staff Database PCT Involvement Network Citizen's Panel Corporate Communications & Consultation Unit
Database of Stakeholder and communities consultation and communication needs.	Required to report to Scrutiny Board in April 2009 on the Evaluation of the Income Review. Outcome from this piece of work will inform us on how our customers and organisations (VCF and Providers) want to be consulted, their areas of interest and will inform work on the standards Need to focus involvement on communities and not just individuals and groups.	Evaluation of the Income Review Consultation Council's Consultation Portal 'Talking Point' This information will be useful for other corporate service areas (Corporate Communication and Equality and Diversity) Involvement Standards ASC Communication Unit National guidance
Development of a set of standards for involvement	Coherence, clarity and transparency around what Stakeholders can expect and what members of staff should deliver. Need to improve responses to consultations Ownership of shared standards across Stakeholders, interested parties and partners.	Corporate Communication & Consultation Unit Corporate Equality and Diversity Quality Performance and Review Unit PCT Involvement Network Leeds Local Involvement Network Contracts held with VCF organisations CSCI standards Equality Standards Compact for Leeds
Stakeholder Engagement on Personalisation (separate DMT report)	Information for commissioning, planning and development of future services. Investment in obtaining customer intelligence on issues that impact upon people living fulfilling lives in the community; their aspirations and expectations. Intelligence potentially useful for a range of directorates (one council approach) and partners.	Modernisation of Older People's Day Services Self Directed Support Project JSNA
Co-ordination of activity across ASC, the PCT and the Council.	One- Council approach Best practice Improved efficiency in the use of resources. Ability to re-focus on the health and wellbeing agenda	Corporate Communications & Consultation Unit Council's Consultation Portal - 'Talking Point' Council wide Corporate Engagement Management Group (consultation 'champions')

<p>Co-ordination¹ of the dissemination of customer intelligence and lessons learned from involvement activity, including feedback to participants and the wider communities they represent.</p>	<p>Best practice Outcomes from consultation and involvement are often useful for a wide audience – effective and efficient use of intelligence. This would reflect the one-council approach. We should be seeking to continually improve our engagement with our customers and other Stakeholders</p>	<p>Council's Consultation Portal - `Talking Point` Complaints Unit Council wide Corporate Engagement Management Group PCT Involvement Network Advocacy Services Quality Performance and Review Unit Communications Unit</p>
<p>Efficient and effective use of current involvement structures and arrangements</p>	<p>With the increasing requirements to consult and involve customers and Stakeholders from the national and local level, we need to be smarter at using those involvement structures that currently exist. Need to use existing structures to improve our engagement with the many different communities in Leeds. We need to see what impact the LINK has and in order to not duplicate activity and work, review our contracts and working arrangements with VCF organisations.</p>	<p>Leeds Involvement Project contract (joint working with the PCT and the Strategic Partnership and Development Team) Local Involvement Network VCF network organisations Talking Point Neighbourhood Networks Review of advocacy</p>
<p>Close working with colleagues responsible for involvement both corporately and with our partners (on-going)</p>	<p>One-Council approach Lessons learned and best practice Co-ordination of activity Rationalisation of resources Championing the use of `Talking Point`</p>	<p>JSNA Council's Equality Standards Equality Assembly Local Involvement Network</p>

¹ Harmonisation not necessarily management of.