

Adult Social Care

INCOME REVIEW COMMUNICATION AND CONSULTATION PLAN 2008

Progress Update – 11th July 2008

1. Awareness Raising

Action	Timescale	Progress
Member briefings	June 2008	Completed
Press release	3 rd June 2008	Completed
Briefing for local MPs	6 th June 2008	Completed
Letter to voluntary, community and faith organisations	13 th June 2008	Completed
Article in Adult Social Care E-zine for members of staff	w/c 23 rd June 2008	Completed
Letter to independent sector providers	w/c 14 th July 2008	Ready for circulation
Briefing information for all staff	w/c 14 th July 2008	Ready for circulation

2. Service User and Carer Reference Group

Action	Timescale	Progress
Letter to a number of organisations and forums requesting representatives to become members of the Income Review Service User and Carer Reference Group	13 th June 2008	Completed
First meeting of the Reference Group and election of an Independent Chair	4 th July 2008	Completed
Reference Group to continue to meet to advise on a questionnaire to go to service users and carers, including a number of preferred options which will be included in the consultation	w/c 7 th July to end of July 2008	Two meetings held & final meeting scheduled
Reference Group to meet to review feedback to date from consultation	September 2008	
Reference Group to meet at the end of the consultation period to review feedback and produce a report to the Income Review Project Board. This will feed in to the Executive Board report.	November 2008	

3. Consultation with Service Users

All users of non-residential services will receive a questionnaire, together with a covering letter and some background information.

Action	Timescale	Progress
Questionnaire to all service users. All people using day services will receive their questionnaires via the day service and a `post box` will be left in the centres for completed questionnaires	w/c 11 th August to end of October 2008	
Members of the Project Team responsible for consultation will visit a number of day services for older people to ask for their views on the possible changes.	September/October 2008	
Members of the Project Team responsible for consultation will visit all day services for people with a learning disability to meet with the service user groups and at a later date the Parent, Relative and Friend groups. This work will be undertaken in conjunction with the "Asking You" group of service users within the learning disability service.	September/October 2008	
Service users will be invited to open meetings that will be held in Leeds (proposed locations – city centre, Rothwell, Wetherby and Otley). These will be evening meetings.	September 2008	Dates to be notified in the covering letter accompanying the questionnaire
Adult Social Care will provide resources for small community organisations to consult with service users who might not be able or willing to engage with us directly.	August to October 2008	To be planned during late July with the Service User and Carer Reference Group.
A freephone helpline and an e-mail account will be available for service users and their carers during the consultation process.	August to October 2008	

4. Consultation with Voluntary, Community and Faith Organisations

Action	Timescale	Progress
Organisations will receive a questionnaire to complete plus a briefing document including "Frequently Asked Questions".	w/c 11 th August to October 2008	

Action	Timescale	Progress
Representative organisations will receive an invitation to a Focus Group to look at the issues in more depth.	w/c 11 th August 2008	
Focus Group meeting(s)	August/September 2008	
Attendance at Social Care Community Forum Race Equality Meeting	12 th August 2008	Date confirmed
Organisations can request that officers from the Project Team attend one of their meetings to discuss the issue.	August to October 2008	
Organisations will also be invited to the four open events across the city.	September 2008	
Attendance at a number of forums representing diversity in terms of gender, sexuality, ethnicity and disability.	September or early October 2008	

5. Consultation with the Citizens of Leeds

Action	Timescale	Progress
Background information, including "Frequently Asked Questions" will be put on the internet, including the Council's "Talking Point" site.	August to October 2008	
Four open meetings will be held across the city	September 2008	
The freephone telephone line and an e-mail account will be open to the citizens of Leeds	August to October 2008	
Posters will be put up in Council buildings advertising the consultation with details of how people can be involved.	August 2008	
Press release prior to the questionnaires being distributed	w/c 4 th August 2008	
Citizen's Panel consultation	August/September 2008	
Article in the "About Leeds" newspaper about the consultation process and how people can contribute	September 2008	

6. Briefing Information & Consultation with Members of Staff

Action	Timescale	Progress
Briefing document and "Frequently Asked Questions" for members of staff, providing information in case of service user queries and giving the opportunity for staff to comment. Hard copies will be distributed to staff and the information will be placed on the Intranet.	Starting w/c 28 th July 2008	
More detailed briefing document for managers with "Frequently Asked Questions". Project Team officers attendance at management meetings.	Starting w/c 28 th July 2008	

7. Briefing Information & Consultation with Providers, Commissioners and Partners

Action	Timescale	Progress
Briefing document and "Frequently Asked Questions", providing information in case of service user queries and giving the opportunity to comment.	Starting w/c 28 th July 2008	
Attendance at meetings e.g. Learning Disability Partnership Board	August to October 2008	

8. Briefing Information & Consultation with Members

Action	Timescale	Progress
Briefing document, "Frequently Asked Questions" and details of the consultation process	Friday 18 th July	Being copied for distribution
Member updates	Periodically July to October 2008	
Members workshop	September 2008	