

INCOME REVIEW COMMUNICATION AND CONSULTATION PLAN 2008

Progress Update – 10th November 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
Briefing information for all staff	w/c 14 th July 2008	Completed
Letter to independent sector providers	w/c 8 th September 2008	Completed

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 develop preferred options to be included in the consultation and to advise on the consultation documentation to go to service users and carers	w/c 7 th July to end of August 2008	Completed
Reference Group to work with officers on the Equality Impact Assessment	September & October 2008	Work completed and being written up.
Reference Group to meet to review feedback to date from consultation	September & October 2008	Group decided this was not necessary
At the end of the consultation period the Reference Group will review the feedback and analysis of consultation responses and produce a report to the Income Review Project Board to feed in to the Executive Board report.	November 2008	First meeting held 7 th November

3. Consultation with Service Users

All users of non-residential services received a questionnaire, together with a covering letter and some background information. This included notes to help them to fill in the questionnaire and details of how they could get further assistance.

Action	Timescale	Progress
A freephone helpline and an e-mail account will be available for service users and their carers during the consultation process. There will be a Textphone for people who are deaf and arrangements for people whose first language is not English.	Mid-September to end of October 2008	Completed
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	Mid-September to end of October 2008	Completed
Members of the Project Team responsible for consultation will visit day services for people with learning disabilities	Mid-September to end of October 2008	Two meetings held in day services for people with physical disabilities. Advised by day centre managers that this was not appropriate and/or necessary.
Members of the Project Team responsible for consultation will visit a number of day services to include older people, people with dementia/mental health needs and their carers, frail older people and people from minority ethnic communities.	29 th September to 13 th October 2008	Advised by day centre managers that this was not appropriate
Service users will be invited to roadshow/ drop-in sessions that will be held across Leeds (proposed locations – city centre, Rothwell, Wetherby and Otley). These will be late afternoon/evening meetings.	29 th September to 13 th October 2008	Completed
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, for example travellers and asylum seekers.	September/October 2008	Efforts were made by the Project Team but this option was not viable.

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". They will also be asked to 'advertise' the consultation using their networks.	Mid-September to October 2008	Completed

Action	Timescale	Progress
Focus Group meetings for representative organisations for a detailed discussion.	7 th October & 10 th October 2008	Completed
Attendance at Social Care Community Forum for Race Equality Meeting	12 th August & 4 th November 2008	Completed
Organisations can request that officers from the Project Team attend one of their meetings to discuss the issue.	September/October 2008	Completed
Organisations will also be invited to the four roadshow/drop-in sessions across the city.	29 th September to 13 th October 2008	Completed
Attendance at a number of forums representing diversity in terms of gender, sexuality, ethnicity and disability.	September or October 2008	Completed

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.	September to October 2008	Completed
Posters/leaflets in Council buildings advertising the consultation with details of how people can be involved.	September 2008	Completed
Four roadshow/drop-in sessions will be held across the city	29 th September to 13 th October 2008	Completed
The freephone telephone line and an e-mail account will be open to the citizens of Leeds	September to October 2008	Completed
Press release and adverts in local media to alert the citizens of Leeds to the consultation.	w/c 15 th September 2008	Completed
Citizen's Panel consultation	September/October 2008	Completed

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	Completed

Action	Timescale	Progress
More detailed briefing document for managers with "Frequently Asked Questions". Project Team officers attendance at management meetings as requested.	Starting w/c 28 th July 2008	Completed.

7. Briefing Information & Consultation with Members

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