

Consultation and Co production

3rd July 2015 – 1st October 2015

The Process

- MTFs and Corporate Plan consultation December 2014
- Mandate to Consult June 2015
- Consultation commenced 3rd July 2015
- Consultation ended 1st October 2015
- Report to Cabinet November 2015

Consultation and Co production

- Two processes ran concurrently
- Statutory consultation on the proposals
- Continuing work with service users, carers, stakeholders to design services fit for the future

Consultation - how have we done it?

- Consultation documents produced and issued to 270 service users, and carers of service users, possibly affected by the proposals
- 530 posters and flyers issued to libraries and GP surgeries
- Press release to promote consultation
- Ongoing social media to direct people to the consultation
- Frequently asked questions produced and updated
- Staff Briefings, intranet page, staff newsletter
- Web page reactive and pro active press briefing
- Engagement of Partnership Boards, CCG Working groups

Consultation - how have we done it?

- Commitment given to independent advocacy
- 23 focus groups attended by some 220 service users and carers of all services potentially affected by the proposals
- Staff engagement sessions held with all staff groups potentially affected by the proposals

Consultation responses

Proposal 1: To increase the council's capacity to deliver reablement and intermediate care services

126 questionnaires completed *Online as well as postal

Proposal 2: Increasing our capacity to provide suitable accommodation that promotes individual well being through expanding Supported Living Accommodation and Shared Lives Scheme

37 questionnaires completed*

Proposal 3: Increase the flexibility and availability of day services within the borough

230 questionnaires completed*

46 Letters/emails received **Number of individuals/groups - some individuals/groups corresponded more than once as part of the engagement process we have not counted repeat engagement for the purpose of this report.

Co production

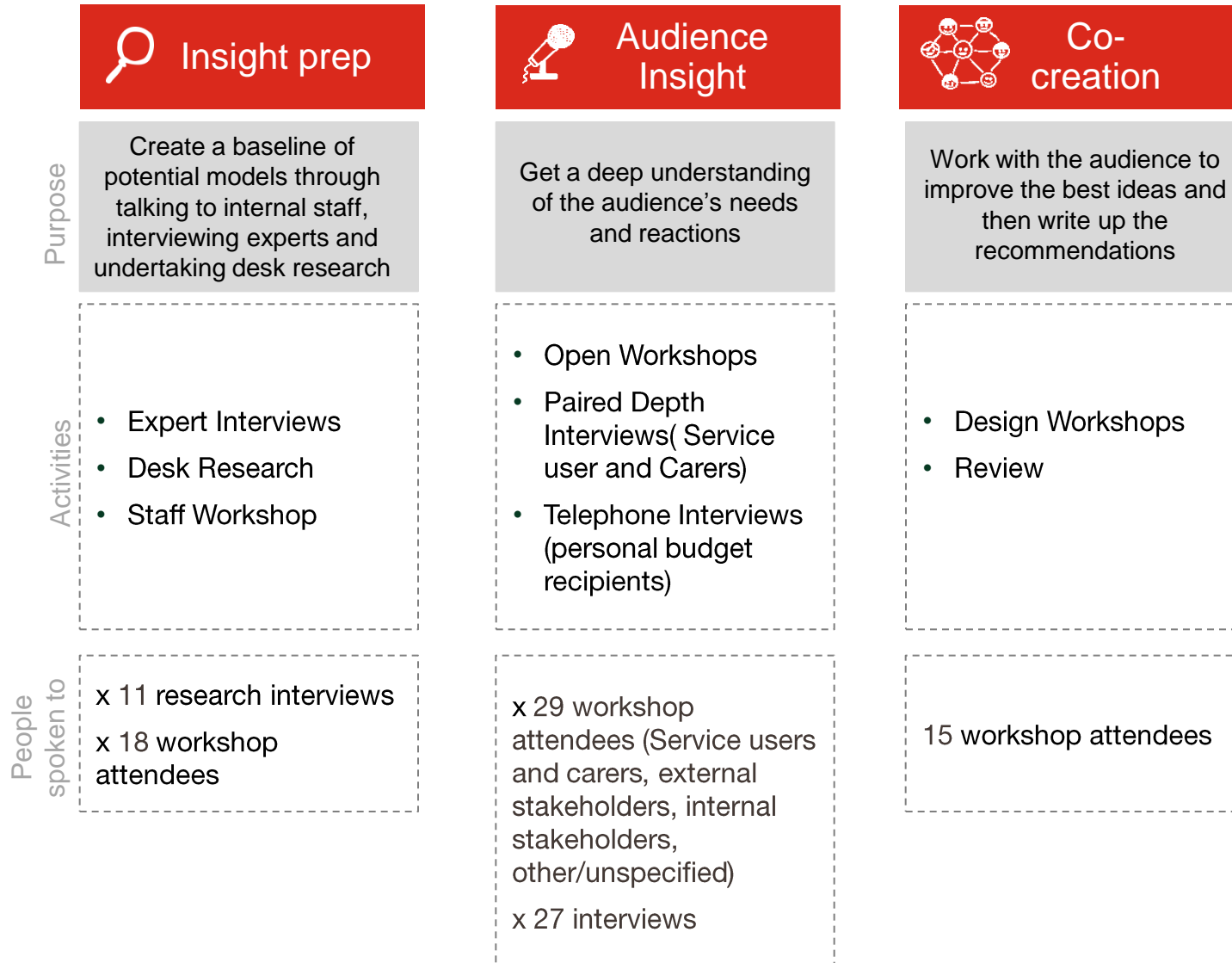
Care Act Statutory Guidance

Local authorities should pursue the principle that market shaping and commissioning should be shared endeavours, with commissioners working alongside people with care and support needs, carers, family members, care providers, representatives of care workers, relevant voluntary, user and other support organisations and the public to find shared and agreed solutions

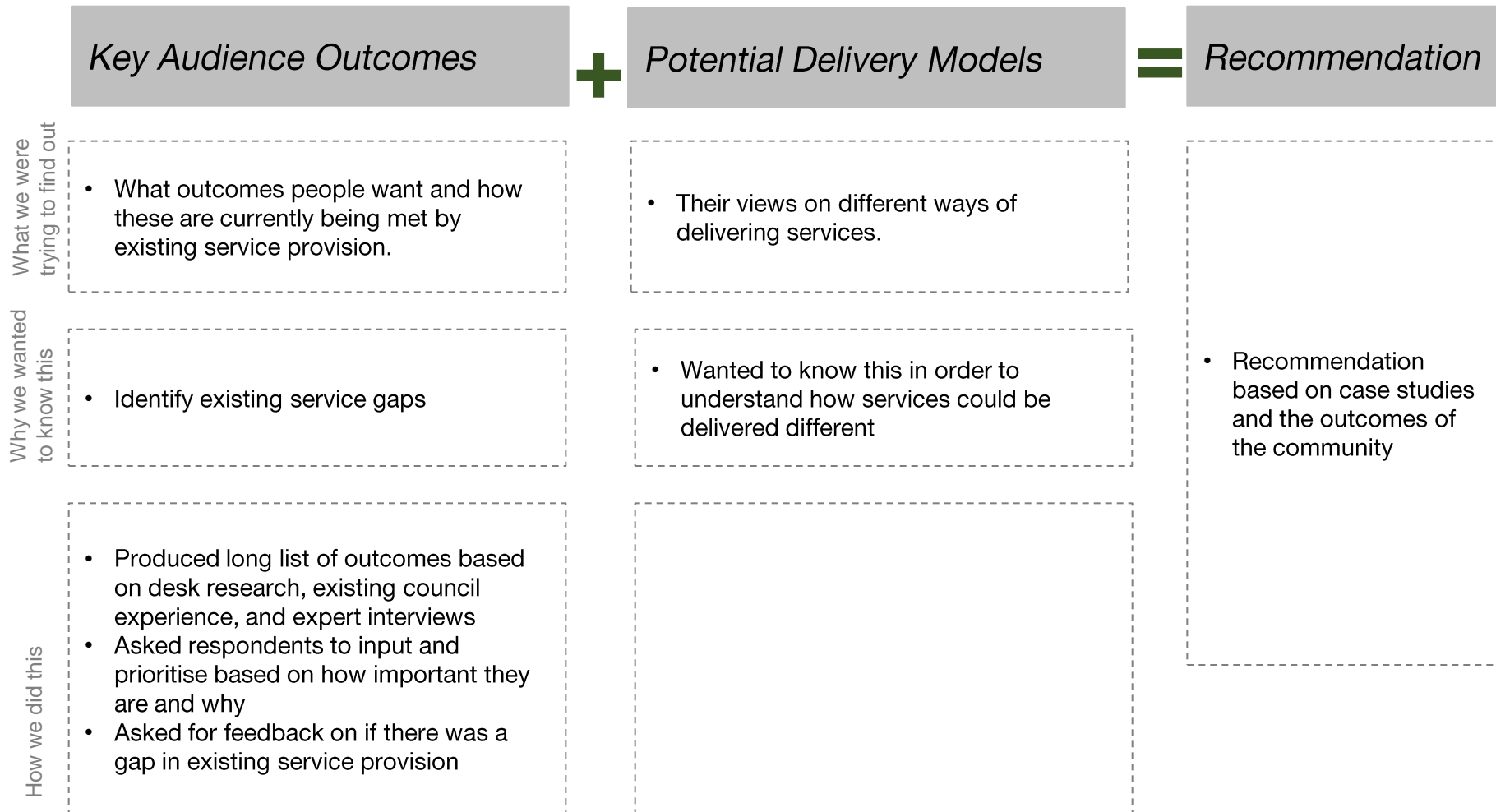
Principles for co production

- Improving outcomes for residents
- Transparency about parameters
- Respect for others' perspectives
- Ability to test ideas and thinking – we are not producing a finished set of proposals for stakeholders to agree/disagree with – we will be bringing our thinking along with everyone else to develop
- Trust and understanding – for example, not seeing attributed thoughts on social media, co-production sessions are not the campaign sessions
- Space to acknowledge the challenge of working differently
- Advocacy for users
- Willingness to think through ideas and change our minds, within the parameters
- Steadfast adherence to the values and principles of Corporate Plan – e.g. building capacity and resilience, prevention and early intervention, promoting independence, fairness and equity, partnership working, value for money, customer focused

The Process of co production



What we have been trying to understand through co-design



Next steps

Consultation feedback directly received by the Council is currently being analysed.

An Independent Co-Production report and Independent Advocacy report will be provided.

The consultation results and the co-production outcomes will be presented to Cabinet in November to allow a final decision on the proposals to be made.