

CONSULTATION, RESEARCH, SURVEYS, ENGAGEMENT, PUBLIC INVOLVEMENT – 07/08 Mental Health

Service users and carers are Joint Commissioning Board/Local implementation team members and therefore are continually involved in service planning and monitoring. Each year there is a Mental Health National Service Framework audit carried out by SERO. A considerable amount of material is collected and collated for this exercise which has to be submitted. These reviews cover:

- Service Mapping
- Financial Mapping
- Themed Reviews
- Self Assessment (Traffic Lighting)

The traffic light system is then used to compare outcomes, which are placed on the net to be compared with other authorities and last years audit, showed an increase in green lights. Each Local Primary Trust area use this document and their local self-assessment to draw up local action plans, in addition to providing the basis for work over the coming year.

This year there is a national consultation on Care Programme Approach (CPA) that includes local events.

CONSULTATION, RESEARCH, SURVEYS, ENGAGEMENT, PUBLIC INVOLVEMENT – 07/08 Gypsy & Traveller Unit

Planned work that will give the residents of Kent an opportunity to consider and give its views on issues so that those views can be taken into account before decisions affecting policies or services are taken.

<i>Name</i>	<i>Start date</i>	<i>End date</i>	<i>Target Group</i>	<i>Target area (Kent, Town, district, ward etc)</i>	<i>What we want to find out and how we will use the information,</i>	<i>Statutory Yes/No</i>	<i>Contact name and details</i>
Survey of public satisfaction	October 2007	March 2008	A sample of the public who have accessed our services	Kent	<ol style="list-style-type: none"> 1. Awareness of the services we offer 2. Quality of information received, and the type and format of the communication channels 3. Satisfaction with the services we offer; We will use the information to improve our service, and public information about it 	No	Alan Casson or Jonathan Cheeseman
Survey of licensee satisfaction	October 2007	March 2008	A sample of licensees who live on sites we manage	Kent	<ol style="list-style-type: none"> 1. Awareness of the services we offer 2. Quality of information received, and the type and format of the communication channels 3. Satisfaction with the maintenance and management of sites and the services we offer, and can refer people to; We will use the information to improve our service, and site and public information about it 	No	Alan Casson or Jonathan Cheeseman

CONSULTATION, RESEARCH, SURVEYS, ENGAGEMENT, PUBLIC INVOLVEMENT – 07/08 OT

Planned work that will give the residents of Kent an opportunity to consider and give its views on issues so that those views can be taken into account before decisions affecting policies or services are taken.

<i>Name</i>	<i>Start date</i>	<i>End date</i>	<i>Target Group</i>	<i>Target area (Kent, Town, district, ward etc</i>	<i>What we want to find out and how we will use the information,</i>	<i>Statutory Yes/No</i>	<i>Contact name and details</i>
Business Planning	26/09 12/10 28/11 12/12	26/09 12/10 28/11 12/12	Service User group of disabled adults	Thanet Canterbury Maidstone Gravesend	Statutory Duty to involve service users in business planning. Discussed the Duty, how they would like to be involved, what they thought of 2006-07 plan and any ideas for 2007-08 plan.	Yes	Derrick Douglas
Service User feedback	03/01	05/01	Disabled people who have had lifts Installed in their homes	Kent	How satisfied Service Users have been with the lift maintenance service during the last year. Information will be used to determine standard of service and inform future planning.	No	Mark Hogan
Service User feedback	ongoing		Disabled people who have received equipment service	Kent	How satisfied Service Users have been with the equipment service received from Kent County Supplies. Information will be used to measure outcomes and inform planning.		Derrick Douglas

PLANNED CONSULTATION EXERCISES, SATISFACTION SURVEYS, REVIEWS – 07/08 Strategic Area Management Business Support

The Directorate has a strong culture of Public Involvement and has helped to facilitate and support a wide number of local groups made up of the people who use our services and carers. These contribute to the development of local and Directorate policy. We are currently implementing a database to capture this activity more effectively. Planned activities in 2007-8 which will involve the public include:

- Partnership Boards which engage users of Learning Disability services at a District and Strategic Level. These are particularly successful forums for engaging Learning Disability service users in the running of the service.
- Involving Users and Carers in recruitment
- Naming of the Directorate
- Disability Equality Scheme
- Active Mobs
- Development of 'social marketing'
- Regular meetings co-ordinated with the public, our Cabinet Member and our Managing Director.
- Tele health & Tele care user groups
- Quality Service Awards – direct nominations from service users and carers. May/July.

Service Users and the Public will be involved in the following more formal surveys and research. The outcomes of the research and surveys outlined below will be fed back into the Directorate to facilitate further service improvements.

Project/development	Purpose/Outcome	conducted by	Status
Outcomes, Quality and Costs of Community Equipment Services	Impact of community equipment on promoting independence	PSSRU, University of Kent	Currently underway
Evaluation of Brighter Futures for Older People in Kent'	Evaluation of Brighter Futures	Professor Martin Knapp, LSE	Will begin later in the year
Kent Direct Payment Support Scheme Quality Questionnaire	To measure the quality of support from Direct Payment Support Workers	Kent Direct Payment Scheme	Will begin later in the year

	and how we can respond.		
Qualitative Study of the decision making process in out of area placements of people with intellectual disabilities	Analysis of how people are placed outside of Kent	Dr Julie Beadle-Brown, Tizard Centre, University of Kent	Will begin later in the year
Research to evaluate the Application and Usefulness of the East Kent Occupational Therapy Assessment	Effectiveness of assessment	Linda Jackson, East Kent Hospital Trust,	Currently underway
Private speech and imaginary companions in Down's syndrome'	Better understanding of some of the facets of downs syndrome	Canterbury Christ Church University	Awaiting Research Governance Approval
'The efficacy of chair based exercise in reducing risk of falls in the elderly'	Understanding of how exercise can help prevent falls	Christ Church University	Awaiting Research Governance Approval
'Telecare in Gravesham – Dementia Pilot'	Impact of Telecare on dementia	Adult Social Services	Research proposal being developed
User Survey on community Equipment Pilot study	Impact of community equipment on promoting independence	Ann Netton - PSSRU / DOH	Study details to be received Will take place July 2007
2007/08 User Survey on Equipment	Impact of community equipment on promoting independence	Ann Netton - PSSRU / DOH	will take place February 2008
Home Care User survey,	Impact and quality of home care	L. Hardware, KCC and	Autumn 2007

		PSSRU	
Meals on Wheels consultation,	Quality of meals on wheels	Adult Social Services	Being developed – will take place later in 2007
User survey Younger Adults with a Physical or Sensory Impairment	Evaluate quality of services for this cohort	DoH/PSSRU	Feb 2007-May 2007
Elder Games	Explore using technology to provide 'games for the brain' to keep older people mentally alert	M Thomas-Sam, KCC + international consortium	Research proposal being developed
Updating the Directorate's core standards	Re-write core standards, in conjunction with service users and carers	Public Involvement Team	Autumn 2007
Complaints – annual customer satisfaction response survey in connection with our statutory process...	A direct outcome will be a measurement of how practice has improved as a result of information gathered through our complaint procedures	Public Involvement Team	July 2007

Other Consultations, which are being developed for this year, are:

- ALFA – It will be essential to engage the public on the development of this project
- In Control – we are currently implementing this as outlined in the Adult Services BP and it will be evaluated with those people involved in the pilot.
- Carers – In line with T2010 target we are currently developing research to evaluate the impact of the work undertaken
- Consultations on changes to Domicillary Charging Policy

CONSULTATION, RESEARCH, SURVEYS, ENGAGEMENT, PUBLIC INVOLVEMENT – 07/08 Supporting People

Planned work that will give the residents of Kent an opportunity to consider and give its views on issues so that those views can be taken into account before decisions affecting policies or services are taken.

Name	Start date	End date	Target Group	Target area (Kent, Town, district, ward etc)	What we want to find out and how we will use the information,	Statutory Yes/No	Contact name and details
JP	01-Apr-07	01-Dec-07	Service users in long –term supported housing	Kent wide	How service users feel about the support provided to them and their views on how services could be improved	NO	Jo Pannell 01622 696171
JP	01-Feb-07	30-Apr-07	Older People	Kent wide	How Older People feel about the recommendations being proposed. Their views will be incorporated into the final report to be presented to the Commissioning Body in June 2007	NO	Jo Pannell 01622 696171
KP	01-Apr-07	31-Mar-09	All service users	Kent Wide	How has the review contract monitoring improved the service provided	NO	Kevin Prior 01622 696198
KP	01-Apr-07	31-Mar-09	People Bank/ User panel	Kent Wide	How robust are contract monitoring procedures and what improvements can be made	NO	Kevin Prior 01622 696198
KP	01-Apr-07	31-Mar-09	All service users	Kent Wide	Satisfaction levels with services provided by contracted agencies. CI contract monitoring	NO	Kevin Prior 01622 696198