

USER/ RESIDENT INVOLVEMENT PLANNED FOR 2008/9 - HQ

Name	Start date/ End date (dd/mm/y)	Feedback date (dd/mm/yy)	Target Group	Target area (Kent, Town, district, ward etc)	Brief summary	What we want to find out and how we will use the information,(approx 25 – 50 words)	Statutory Yes/No	Consultation type (*see list below table)	Contact name, e-mail & phone No.
Home Care Survey	02/09 05/09	DH survey – feedback when results have been analysed – KCC will request further detailed analysis.	Domiciliary service users	Kent	To find out service users views regarding the home care services they receive.	Results will be used by CSCI, DH and KASS to see how happy people are with their home care services to see whether improvements need to be made to local care services and for research purposes. This is also used by Contracting.	Yes	Social	Sue Williams sue.williams@kent.gov.uk 01622 696620
Carers Survey	07/09 08/09	11/08	Carers	Kent	To find out carers views regarding the support and services they receive.	Results will be used by KASS to see how happy people are with support and services provided to them. This survey will also be sent to those carers without a carers assessment. Voluntary organisations will help us to do this. Results will inform a baseline for T2010 target 53.	No	Social	Sue Williams sue.williams@kent.gov.uk 01622 696620 Navdeep Mandair navdeep.mandair@kent.gov.uk 01622 694040

USER/ RESIDENT INVOLVEMENT PLANNED FOR 2008/9 – East Kent

Name	Start date/ End date (dd/mm/yy)	Feedback date (dd/mm/yy)	Target Group	Target area (Kent, Town, district, ward etc)	Brief summary	What we want to find out and how we will use the information,(approx 25 – 50 words)	Statutory Yes/No	Consultation type (*see list below table)	Contact name, e-mail & phone No.
Day Services Review Ashford	01/04/08 01/06/08	30/06/08	Users and carers of Ashford Day Opportunity Centre	Ashford	Formal consultation	Enabling users and carers to express their views on what makes a 'Good Day'	No	Council	Janet Hughes 01227 598500 Janet.hughes@kent.gov.uk
Day Services Review Swale	01/05/08 01/07/08	31/07/08	Users and carers of Canterbury Day Opportunity Centre	Canterbury	Formal consultation	Enabling users and carers to express their views on what makes a 'Good Day'	No	Council	Janet Hughes 01227 598500 Janet.hughes@kent.gov.uk

USER/ RESIDENT INVOLVEMENT PLANNED FOR 2008/9 – Kent Wide

Name	Start date/ End date (dd/mm/yy)	Feed-back date (dd/mm/yy)	Target Group	Target area (Kent, Town, district, ward etc)	Brief summary	What we want to find out and how we will use the information,(approx 25 – 50 words)	Statutory Yes /No	Consultation type (*see list below table)	Contact name, e-mail & phone No.
Survey of public satisfaction	31/12/08 01/03/09	31/03/09	A sample of the public who have accessed our services (people living on sites, neighbours to sites, authorised encampments)	Kent	Our service, and site and public information about it	<ul style="list-style-type: none"> • Public awareness of the services the Unit offers • Quality of information received, and the type and format of the communication channels • Public satisfaction with the services the Unit offers • Findings used to improve quality of services offered 	No	Community	Alan Casson Alan.casson@kent.gov.uk 01622 221896
Survey of licensee satisfaction	01/04/08 01/12/08	31/12/08	A sample of licensees who live on sites we manage	Kent	Our service, and site and public information about it	<ul style="list-style-type: none"> • Licensee awareness of the services the Unit offers • Quality of information received, and the type and format of the communication channels • Satisfaction with the maintenance and management of sites and the services the Unit offers and can refer people to 	No	Community	Alan Casson Alan.casson@kent.gov.uk 01622 221896

Towards Equity and Access project	01/04/08 01/10/08	31/10/08	Deaf Service Users	East and West Kent	Addressing the DH report to inform LDP process	<ul style="list-style-type: none"> • Report's implications for services we currently provide. • Findings used to draw up an action plan for Kent 	No	Social	Jo Frazer Jo.frazer@kent.gov.uk 01622 696235
ICES (VI) project	01/04/08 01/07/08	31/7/08	Visually Impaired and deafblind service users	Kent and Medway	Consulting on the proposed option for service improvement	<ul style="list-style-type: none"> • Service Users's views on proposed option. How well it meets their needs. • Findings used to improve quality of services offered. 	No	Social	Jo Frazer Jo.frazer@kent.gov.uk 01622 696235
Interpreting Project	01/04/08 01/07/08	31/7/08	Deaf and deafblind people	Kent	Improving interpreting services in Kent on a public partnership basis.	<ul style="list-style-type: none"> • Involvement in a steering group considering options for way forward • Establish a new service and QA framework 	No	Social	Jo Frazer Jo.frazer@kent.gov.uk 01622 696235

USER/ RESIDENT INVOLVEMENT PLANNED FOR 2008/9 – Mental Health

Name	Start date/ End date (dd/mm/yy)	Feedback date (dd/mm/yy)	Target Group	Target area (Kent, Town, district, ward etc)	Brief summary	What we want to find out and how we will use the information,(approx 25 – 50 words)	Statutory Yes/No	Consultation type (*see list below table)	Contact name, e-mail & phone No.
Mental Health Survey	01/03/08 01/09/08	30/09/08	All mental health service users	Kent	Service user satisfaction on survey	Level of overall satisfaction amongst mental health service users	Yes	Social	Mark Brampton mark.brampton@icc.wkentmht.nhs.uk 01732 520470

USER/ RESIDENT INVOLVEMENT PLANNED FOR 2008/9 – Supporting People

Name	Start date/ End date (dd/mm/yy)	Feedback date (dd/mm/yy)	Target Group	Target area (Kent, Town, district, ward etc)	Brief summary	What we want to find out and how we will use the information,(approx 25 – 50 words)	Statutory Yes/No	Consultation type (*see list below table)	Contact name, e-mail & phone No.
Service User Involvement Strategy	01/04/08 01/09/08	30/09/08	Supporting People Service Users – 21 client groups	County-wide	A strategy for engagement with service users	We will examine every aspect of the Supporting People Programme & evaluate with service users how they can be consulted & involved & give feedback on services, & complain about services	No	Social	Jo Pannell Jo.Pannell@kent.gov.uk 01622 696171

USER/ RESIDENT INVOLVEMENT PLANNED FOR 2008/9 - West Kent

Name	Start date/ End date (dd/mm/yy)	Feedback date (dd/mm/yy)	Target Group	Target area (Kent, Town, district, ward etc)	Brief summary	What we want to find out and how we will use the information, (approx 25 – 50 words)	Statutory Yes/No	Consultation type (*see list below table)	Contact name, e-mail & phone no.
Culturally appropriate services	01/04/08 1/03/09	31/03/09	Representatives from the BME community	Gravesend and Dartford	Consultation with elders and community leaders	Consultation with service users and members of the BME community about modernisation of services in line with AlfA.	No	Social	Vinay Sangar vinay.sangar@kent.gov.uk 01474 544418 Mark Walker mark.walker@kent.gov.uk 01322 421346
LD day opportunities	01/04/08 1/03/09	31/03/09	Service users and carers	West Kent	Modernising services is part of the ongoing programme to promote independence, choice and employment opportunities	As services are modernised service users will be involved to find out what services they would like, how and where they should be provided	No	Social	Simone Bullen simone.bullen@kent.gov.uk 01732 525729 Sue McGibbon sue.mcgibbon@kent.gov.uk 01732 525275

