

User/Resident Involvement Planned for 2009/10 - HQ

Name	Start Date/ End Date	Feedback Date	Target Group	Target Area	Brief Summary	What we want to find out & how it will be used	Statutory?	Consultation type (*)	Contact Name, email & phone no
Carers Survey	01/10/09-30/11/09	March 2010	Carers (Kent)	Kent	DoH Carers Survey	Links to National Targets on Carers and T2010	Yes	Social	Sue Williams (01622) 69 6620
Homecare Survey	01/02/09-01/05/09	March 2010	Clients who receive a homecare service (Kent)	Kent	DoH survey to measure the experience of those people receiving a home care service	The performance of those receiving a good and satisfactory service, but also the negative views to highlight area for service development.	Yes	Social	Sue Williams (01622) 69 6620
Community Equipment	01/02/10-05/2010	Nov 2010	Clients who receive community equipment (Kent)	Kent	DoH survey of people in receipt of community equipment	The performance of those receiving a good and satisfactory service, but also the negative views to highlight area for service development.	Yes	Social	Sue Williams (01622) 69 6620

User/Resident Involvement Planned for 2009/10 – East Kent

Name	Start Date/ End Date	Feedback Date	Target Group	Target Area	Brief Summary	What we want to find out & how it will be used	Statutory ?	Consultation type (*)	Contact Name, email & phone no
Public Involvement	1/02/09-31/05/09	July 2009	Service users, Carers and general public	East Kent	Focus Group and example designs to be presented to participants for feedback	Ideal design for public involvement participation group sign up form and 'poster' to recruit more participants	No	Business	Kirstie Amos Kirstie.amos@kent.gov.uk 01227 598850
Survey on public perceptions	1/06/09-31/8/09	Sept 2009	Service users and carers	East Kent	Surveys with public involvement participants to establish their perceptions of Adult Social services	To identify whether KASS is meeting Core Standards	No	Business	Kirstie Amos Kirstie.amos@kent.gov.uk 01227 598850
Learning from experience	1/03/09-31/5/09	July 2009	Former complainants	East Kent	Focus Group sessions and surveys	Consult on new Single Complaints Process and create internal processes and complaints leaflets accordingly	No	Business	Kirstie Amos Kirstie.amos@kent.gov.uk 01227 598850
Communication	1/04/09-31/03/10	April 2010	Service user and carer representatives	East Kent	Engagement and Scrutiny Group	To ensure communication strategies have input from Scrutiny Group of users and carers	No	Business	Mags Harrison Mags.harrison@kent.gov.uk Kirstie Amos Kirstie.amos@kent.gov.uk 01227 598850

Appendix 2

East Kent Learning Through Experience Group	April 2009- March 2010	Regularly - every 2 months from April 2009	Current users and carers	East Kent	SDS involvement group – shaping the personalisation modernisation programme	The Group will ensure that the SDS model continually improves by collating the experiences learnt from the implementation of Self Directed Support (SDS) and disseminating the information to the members of the Group and upwards in the governance structure.	No	Social Care	Holly Strang Holly.strang@kent.gov.uk 07826 868042
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User/Resident Involvement Planned for 2009/10 – Kent Wide

Name	Start Date/ End Date	Feedback Date	Target Group	Target Area	Brief Summary	What we want to find out & how it will be used	Statutory?	Consul tation type (*)	Contact Name, email & phone no
TEA project	1/04/09- 31/03/10		Deaf /deafblind service users with mental health needs	countywide	Ongoing involvement to inform PCT on how to implement DH report	<ul style="list-style-type: none"> • Comment on recommendations • inform action plan 	No		Jo Frazer Jo. Frazer@ken t.gov.uk
Deafblind Project	1/04/09- 31/03/11		Deafblind service users	countywide	Implementat ion of deafblind strategy	<ul style="list-style-type: none"> • obtain feedback on current services • inform further development 	No		Lenise Moth Lenise.moth @kent.gov. uk
Interpreting Project	1/04/09- 31/3/10		Deaf and deafblind people	countywide	Developme nt of sign language interpreting service	<ul style="list-style-type: none"> • establish new service and quality assurance framework 	No		Jo Frazer Jo.frazer@k ent.gov.uk

Appendix 2

User involvement strategy	1 day event tbc		d/Deaf, deafblind people	countywide	one day conference	<ul style="list-style-type: none"> • identify key issues in accessing services. • develop user involvement strategy for d/Deaf, deafblind people. 			<p>Jo Frazer/Beryl Palmer</p> <p>Jo.frazer@kent.gov.uk</p> <p>Beryl.palmer@kent.gov.uk</p>
Lift Maintenance User experience survey	1/03/10 – 31/03/10	30/04/10	sample of Kent's residents	countywide	lift maintenance & repair services	<ul style="list-style-type: none"> • determine satisfaction levels to inform service development 	No		<p>Mark.Hogan</p> <p>mark.hogan@kent.gov.uk</p> <p>01622 221827</p>

User/Resident Involvement Planned for 2009/10 – Mental Health

Name	Start Date/ End Date	Feedback Date	Target Group	Target Area	Brief Summary	What we want to find out & how it will be used	Statutory ?	Consultation type (*)	Contact Name, email & phone no
Informal Day service Re-provision	Jan 09	May 09	MH Service users	Thanet	Service user evaluation of Tenders for service	Service user choice in new provider of service	no	Social	dave.woodward@kent.gov.uk
Review of service user and carers role in Joint Commissioning Boards	May 09	Feb 2010	MH Service users and Carers	Kent Wide	Review process for engaging Service users and carers in Commissioning process	Wider representation of Carers and Service users in design of services.	yes	Social	Paul.absolon@kent.gov.uk
MH Deaf Services	Dec 09		MH Service users	Kent Wide	Set up focus group for deaf MH Service users	Better Designed more tailored service.	Yes	Social	Paul.Absolon@Kent.gov.uk

User/Resident Involvement Planned for 2009/10 – West Kent

Name	Start Date/ End Date	Feedback Date	Target Group	Target Area	Brief Summary	What we want to find out & how it will be used	Statutory?	Consultation type (*)	Contact Name, email & phone no
Culturally appropriate services	1/04/09- 1/03/10	31/03/10	Representatives from the BME community who use the Guru Nanak and Milan centres	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	1/04/09- 1/03/010	31/03/10	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
Older Persons Modernisation	1/04/09- 1/03/010	31/03/10	Service users and carers, staff		Modernising services is part of the ongoing programme to	Consultation with all stakeholders to inform the modernisation of services in		Social	Jane Barnes Jane.barnes1@kent.gov.uk

Appendix 2

					promote independence choice	Dartford locality. Other district/localities will be undertaken on a phased basis.			01732 525230
WK Learning Through Experience Group	April 2009-March 2010	Regularly - every 2 months from April 2009	Current users and carers	WK	SDS involvement group – shaping the personalisation modernisation programme	The Group will ensure that the SDS model continually improves by collating the experiences learnt from the implementation of Self Directed Support (SDS) and disseminating the information to the members of The Group and upwards in the governance structure.	No	Social Care	John Lee John.lee@kent.gov.uk 07826 86801