

Sophie Fournel Statement

- This has not been an easy process, the volume of unhappy service users we continue to hear from is disappointing as we continue to receive comments and complaints from the people we are working with and supporting. It is going to take a lot more than just words to appease people, change and improvement is slow to reach ground level. The reported improvements are not being seen widespread by users yet.
- Some of the original group to raise these issues, for various reasons, feel that they are unable to continue working with Millbrook and the CCG but remain committed to scrutinising the service going forward based on their ongoing experience and the issues they receive.
- The CCG and Millbrook have acknowledged that there have been real problems with the service and just this week we received a copy of the audit report.
- Both the CCG and Millbrook are clear that they want to hear the issues that people are having and are prepared to listen. We are working with Millbrook towards holding a number of events where individuals, their families etc. will be able to talk about their concerns and a decision on priorities will be made. I am hoping that people take this opportunity and feel able to be open and honest.
- The wider service user community will be invited to join steering groups looking at the issues, one issue at a time, and invited to sit on the overall board scrutinising the work carried out and progress made. There will be clearly defined roles and responsibilities.
- We have made clear that communication from Millbrook is still lacking and that communication needs to be frequent and honest.
- Our individuals and organisations will continue to support people who feel that they are reluctant or unable to raise a complaint directly through fear of retribution.

- Going forward it is imperative that there is transparency and robust reporting so that we can ensure that progress being made and reported is reflected in the experience of the end user.

- I am here not as a service user but from Centre for Independent Living Kent. We are committed to working with the CCG to ensure that our members and those disabled people we support receive the high level of service that they need and deserve. We are working with very vulnerable people who feel like they are being let down and disenfranchised every way they turn. This needs to change.

- The Service Users and user groups urge HOSC to continue to monitor progress to ensure pressure is maintained to make the necessary improvements.