

Consultation Schedule

This annex details the statutory consultation schedule to consult on proposed revisions to the eligibility criteria for adult social care and changes to the Council's policy on charging non-residential care.

If approved by Mayor, consultation will begin late Spring/early Summer. The consultation period will be at least three months and will allow for any bank holidays in this period. A careful and detailed analysis of results will then take place before the final report detailing outcomes of consultation is presented to Mayor and Cabinet.

The consultation process has been designed to have specific elements to accommodate the interested groups and stakeholders affected by the proposals. These take into account people with sensory impairment, learning disabilities, physical disabilities, hard to reach communities, ethnic minorities and those people whose first language is not English. Consultation documents will be available in a variety of formats including large-print, audio tape and an accessible format for people with learning disabilities. Interpreting, translation and advocacy services will be provided where requested and a series of outreach consultation events will take place with assistance from experienced facilitators.

Consultation events for local providers and the voluntary sector are also planned, and in order to engage potential future service users and carers, three open-access public events have been scheduled. These will be carefully publicised to ensure maximum participation.

A full record of all queries, questions and alternative proposals raised through any of the feedback processes will be maintained and where appropriate, senior staff members will respond to any queries requiring immediate action. All correspondence, whether it contains an alternative proposal or not, will be submitted to Mayor and Cabinet in the form of a summary detailing weight of public opinion, with the option of receiving more detailed information if required.

Consultation events will take place on various dates subject to availability of venues, staff and facilitators. The following list does not indicate any set order for these events

Consultation Methods

1	Information pack and survey to be published on Lewisham's website, together with feedback forms for those who prefer to give their views in a more flexible way
2	Dedicated telephone helpline to be activated to deal with enquiries and any requests to fill out the survey over the telephone
3	Full information packs and surveys to be sent to all current service users and carers
4	Various events for service providers, service users, carers and the voluntary sector (further detail follows)

Consultation Events

	<u>Event Details</u>	<u>Preferred Venue</u>
1	Service provider event	Civic Suite
2	Voluntary organisation event**	Civic Suite
3	Service user event** (sample group of current service users to be invited to a workshop event and paid £25 to meet attendance costs)	Civic Suite
4	Carer event**	Civic Suite
5	Public forum – Morning	Deptford Albany
6	Public forum – Evening	Downham Health and Leisure Centre
7	Public forum – Saturday (with BSL Interpreter)	Civic Suite
8	Individual consultation with various user groups via day centres and other key venues – to be carried out by Consultation and Research Officer and Specialist Consultant Facilitator*** (approx. 20 visits)	Various
9	Locality user meetings x3 – drop-in service to assist the public, service users and carers in completing our questionnaire	Central, North and South Lewisham

****Key Stakeholder Workshops: Carers, Voluntary Sector, and Service Users** will be tailored to reflect and debate the issues outlined in the Equalities section of the committee report. These events will be participative and offer an opportunity for focused, meaningful input from key stakeholder groups. The user group will be drawn from our database of current service users to avoid consultation fatigue and to ensure appropriate representation of client groups.

*****Outreach consultation** : This is a consultation approach designed to deliver tailored multi-methods to groups who are at risk from exclusion from the mainstream consultation methods of public events, participatory forums and questionnaires. These groups include the learning disabled and people with mental health problems, the elderly and people with physical and other sensory impairments. An outreach programme of 20 half day events at day centres and other key venues will be designed in consultation with a specialist therapist and will be implemented over a month.