
The Independent Living Service Pilot

Appendix D

Communication Strategy

Independent Living Service Pilot 2009

Communication Strategy:

Introduction:

The purpose of this strategy is to set out a clear programme of activity to ensure that this review communicates effectively to all stakeholders. These include:-

- Existing and future Residents
- Family members and carers
- Staff (Scheme Managers and housing services staff)
- Cornwall Supporting People
- Cornwall Council
- Service user groups
- Cornwall Sheltered Housing Group
- Organisations Boards or Committees
- The Unions
- Wider community

In addition the strategy will allow for the best use of resources and staff time.

Aims and Objectives:

- A range of methods are employed that meet the needs of all stakeholders
- That all residents have an opportunity to meet with staff face to face, and on a 1-1 basis if requested
- That all appropriate resources, such as Braille, large print, audio etc are utilised and plain language is used.
- That all stakeholders are informed at appropriate times of the progress of the review
- Improving supported housing services
- Ensuring value for money and making quality investment decisions
- Reaching everyone
- Empowering clients
- Developing mixed and sustainable communities

Methodology:

We will use a range of methods to consult staff, clients and the wider community including:

- a quarterly briefing paper to inform stakeholders on the progress and achievements of the pilot
- regular newsletters to residents and clients receiving a support service
- clients working groups

Appendix D

- annual sheltered housing conference
- mini conferences for clients
- open discussions, meetings and events
- visiting clients in their own homes
- surveys/questionnaires
- quarterly report to the Cornwall Sheltered Housing Group
- internet through Supporting people's website

We will give reasonable notice by advertising events or discussions in a timely manner. Meetings will be held at Disability Discrimination Act (DDA) compliant venues and times to enable as many clients/residents to attend/take part. Where residents/clients are unable to attend alternative means of participating will be offered such as a visit to that person's home or a questionnaire etc.

We will facilitate meetings, provide refreshments and transport/transport costs as necessary.

All meetings will be run in a fair and democratic way so that everyone gets a chance to have their say.

Resident/client consultation

A resident/client consultation project plan has been agreed by the partner organisations and is attached as annex 1

