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# The Independent Living Service Pilot

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Appendix F

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Consultation Project Plan

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**Consultation Project Plan for the ILS Pilot**

Ref	Task	What do we need to do to achieve this?	Organisation specific	Responsibility	Deadline Date	Date achieved
1	Produce quarterly briefing letter targeted at whole community (ILS briefing 3)	Write two sides A4 providing up to date information on the progress of the pilot	All		October 2009 and on-going	
2	Agree ILS Template for all consultation documentation	Decide at Strategic Pilot Group meeting	Pilot Group	one rep from each org	July 2009	
3	Develop initial information sheet introducing relevant staff to clients as a point of contact for clients. This initial visit is to undertake client profiling of their needs, abilities and desire to participate.	1 side A4 with: <ul style="list-style-type: none"> <li>Officers names and photographs</li> <li>Explanation of why we are visiting</li> <li>Contact numbers</li> <li>Include tear off reply slip</li> </ul>	Carrick Housing Coastline Housing DCH		31 <sup>st</sup> August 2009	
4.	Develop an appointment system for clients that wish a more in-depth discussion of the impact of the pilot and involve their carer or family	Simple appointment system for visiting staff	Carrick Housing Coastline Housing DCH		31 <sup>st</sup> August 2009	
5a	Visit each resident with initial introduction leaflet	2 staff to visit each unit to introduce themselves and ask what level of involvement the resident would like and record this	Carrick Housing specific	Nicky/Trystan	14 <sup>th</sup> September 2009	

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Ref	Task	What do we need to do to achieve this?	Organisation specific	Responsibility	Deadline Date	Date achieved
5b.	Visit each resident with initial introduction leaflet	SHO to dedicate specific ILS consultation time to explain briefing	Coastline Housing	Alice/Sylvia	<a href="#">14 September 2009</a>	
5c.	Each resident & client to be sent initial introduction leaflet	PDO and Sheltered Team Leader to develop programme of scheme and resident visits.	DCH	Julian / Carol	14 September 2009	
6.	Develop a questionnaire to gather feedback from clients about their views on the proposed changes	Agree questions that need to be asked	Project group			
7a	Visit those clients wishing to be consulted about the role of Scheme Manager and banding system	2 staff spending 1 week at each scheme explaining proposals of the review and gathering views	Carrick Housing Coastline Housing		5 <sup>th</sup> October 2009	
7b	Visit those clients wishing to be consulted about the role of Scheme Manager and banding system	2 staff spending appropriate time at with residents of each scheme explaining proposals of the review and gathering views	DCH		13 November 2009	
8.	Collate responses in a presentable format to SP to be used by all organisations	Draw up a table to collate results. Feedback client priorities from stage 1 consultation	All		12 <sup>th</sup> October 2009	

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Ref	Task	What do we need to do to achieve this?	Organisation specific	Responsibility	Deadline Date	Date achieved
9.	Continue consulting clients	Organise and facilitate additional 'coffee mornings' at each scheme on a cyclical basis. I	Carrick Housing Coastline Housing DCH		Ongoing	
10.	Visit from other organisation e.g. Mendip residents group (£ implications)	Arrange small events across the organisations for the Mendip residents group to attend	All Coastline Away day		30 <sup>th</sup> November 2009	
11.	ILS Briefing 4	Write two sides A4 providing up to date information on the progress of the pilot	All		January 2009	
12.	Arrange and facilitate visits to other areas for a group of clients – joint group	Continue client consultation by facilitating visits to other schemes (out of County) for clients	All		Jan ?	
13.	Start trialling changes by developing a small selection of 'hub' sites – one for each organisation?		All			
14.	Organise joint mini conference events					
15.	Gather & collate feedback					

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Ref	Task	What do we need to do to achieve this?	Organisation specific	Responsibility	Deadline Date	Date achieved
18.	Feedback how views have shaped new service.					
19.	Feedback results to residents/clients (stage 3)	Evaluate outcomes of stage 2 consultation and decide on stage 3 format.				

Suggested 'golden rules' from Independent Tenant Representative:

- get people into small groups/huddles of 3,4 or 5 – not more than 5 and it can work with a small number if you put people into pairs
- make sure you ask people about what they have already identified (good value for money, or lack of it, what they do/don't like about X etc)
- use the 'four key questions' to help unpack people's feelings and to get feedback:
  - 1) What do you like and what is good/working well (in relation to whatever you have identified);
  - 2) What don't you like, what is not-so-good about.....
  - 3) Are there things we are doing that you would like us not to do?
  - 4) Are there things we are not doing that you want us to do?

And then make sure you get people to say what the top priorities for change or improvement are – and then give feedback and keep giving feedback!!