

# **REPORT FOR: HEALTH SCRUTINY SUB-COMMITTEE**

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<b>Date of Meeting:</b>	7 December 2010
<b>Subject:</b>	Adult Services Consultation
<b>Responsible Officer:</b>	Paul Najsarek, Corporate Director Adults and Housing Services
<b>Scrutiny Lead Member area:</b>	Councillor Ann Gate, Policy Lead Member – Health and Social Care  Councillor Vina Mithani, Performance Lead Member – Health and Social Care
<b>Exempt:</b>	No
<b>Enclosures:</b>	Pre-consultation booklet

## **Section 1 – Summary and Recommendations**

This report sets out the consultation process that is being taken forward to ensure people living and working in Harrow are able to influence the planning and future delivery of Adult Care Services.

**Recommendations:** That Members note information and offer views on information contained in report.

## Section 2 – Report

### Introduction

Adult Services has embarked on a major consultation with people living and working in Harrow giving them the opportunity to help plan for the future and shape changes to the service as a result of substantial savings that will need to be made over the next few years. The consultation is being held over two phases, pre-consultation and full consultation.

Adult Services wants to have an open and honest discussion with its community and ensure that people have the confidence that their views will be listened to. To ensure the process is inclusive and transparent a Stakeholder Steering Group has been developed to inform and oversee the activity. The group includes representatives from Users, Carers, Voluntary Organisations, the NHS, Providers and the Unions.

### Pre Consultation

The pre-consultation phase will enable Adult Services to involve the community at the earliest stage in shaping changes that will be put to full consultation early next year. People living and working in Harrow have been asked to give their views on where savings can be made in Adult Services and comment on some ideas the Council has put forward to prompt discussion. The Council's ideas cover the following services:

- Meals on Wheels
- Travel to Community Services
- Personal Contributions to Care
- Concessionary Travel

The pre-consultation includes the following involvement activity:

**Event** - The pre-consultation was launched with an Event on the 18<sup>th</sup> October, 2010. The Event was a successful day ensuring that users, carers and key partners were given the opportunity to be informed and share ideas on areas where savings could be made. A report of the day is available at <http://www.harrow.gov.uk/adultservicesconsultation> and has been circulated to all the event participants.

**Pre-consultation document** - this document gives the reasons why Adult Services is consulting, asks for ideas on how the council can save money and tells people how they can put their views forward. This document has been circulated to Councillors and over 10,000 stakeholders across Harrow.

**Ipsos MORI Survey** – A survey has been sent to all users of Adult Services and a sample of carers by Ipsos MORI. Officers have worked with Providers, Carers and staff at the Neighbourhood Resource Centre to ensure that users can be supported to complete the survey if required.

**Out and about** – To ensure that as many people as possible are informed about the consultation and given the opportunity to give their views a programme of activity is being delivered which includes Roadshows at local supermarkets, meetings with community groups, discussion groups and focus groups.

The feedback from all the activity will be brought together in early January and developed in to a report that will outline the feedback received and advise how peoples views have shaped the changes that will be put to full consultation in the New Year. The report will be distributed widely.

A review of the pre consultation phase will be carried out and the learning will influence the development of the consultation activity for the full consultation phase. The full consultation will start on the 1<sup>st</sup> February, 2011 and complete on the 30<sup>th</sup> April, 2011.

## **Financial Implications**

The financial implications will be available when the full consultation has completed and recommendations about changes to services are put forward to Councillors for decision.

The Steering Group includes representation from the Unions to ensure that staff interests are taken into consideration throughout the consultation.

## **Performance Issues**

The consultation that is being carried out has been designed to be transparent and meet good practice requirements. The four elements of effective consultation were set out in case law R V Devon Cc ex parte Baker , and Durham CC ex parte Cutis and others which include:

- 1 Consult when proposals are a formative stage--this allows proposals to be amended if appropriate when feedback is received, and avoids appearance of pre determination.
- 2 The proposer must give sufficient reasons for actions proposed 'to permit of intelligent consideration and response '--there must be enough in the proposal to enable those consulted to make sense of it and respond in a considered way.
- 3 Adequate time must be given to allow consideration and response
4. The product of the consultation must be conscientiously taken into account when finalising proposals.

The impacts of the proposals put forward by the Council are being assessed by a Sub Group of the Steering Group. Members of the Steering Group have been given the opportunity to be involved in this group. The outcomes of the impact assessments will inform the consultation process.

Some of the proposals, if implemented, could affect performance e.g. user and carer satisfaction levels and levels of service take up.

## Environmental Impact

This report is for information only at this stage and therefore has no environmental impact.

## Risk Management Implications

The Steering Group have identified the following risks to the consultation process which are also detailed in the Communications and Consultation Strategy:

Issue	How it could be addressed
<ul style="list-style-type: none"><li>Adverse media coverage</li></ul>	<ul style="list-style-type: none"><li>Ensure Member of Communications Team involved in project and able to respond appropriately and quickly</li><li>Ensure the communication and consultation material is clear on the changes that are proposed</li><li>Ensure the media are informed at an early stage</li><li>Work closely with stakeholders, partners and voluntary and community organisations to ensure they are aware there are opportunities to influence the outcomes</li></ul>
<ul style="list-style-type: none"><li>Confusion with the public over other consultations taking place</li></ul>	<ul style="list-style-type: none"><li>Work closely with providers of activities taking place to ensure views relevant to this consultation can be fed in to the process</li></ul>
<ul style="list-style-type: none"><li>The need to reach a range of diverse audiences, both those that use the services and those people who may access the services in the future.</li></ul>	<ul style="list-style-type: none"><li>Ensure the stakeholder list is comprehensive and all are informed in ways most appropriate to the audience</li><li>Develop appropriate materials to suit audiences</li></ul>
<ul style="list-style-type: none"><li>People may not feel their comments have been fed back into the process</li></ul>	<ul style="list-style-type: none"><li>Ensure contact information kept for all who have fed their views into the consultation</li><li>Ensure feedback is provided from all those that have taken the opportunity to feed in to the consultation showing how views have been taken into consideration when developing the proposals</li></ul>

Issue	How it could be addressed
<ul style="list-style-type: none"> <li>Staff providing the services at present not feeling involved</li> </ul>	<ul style="list-style-type: none"> <li>Ensure staff are given the opportunity to feed their views into the consultation</li> <li>Keep staff regularly briefed on progress</li> <li>Union involvement in the Steering Group to ensure staff issues are raised at an early stage</li> <li>Feed back to staff following consultation period with clear HR advice on whether changes effect employment and next steps</li> </ul>

Risk included on Directorate risk register? No

Separate risk register in place? Yes

### Corporate Priorities

Please identify which corporate priority the report incorporates and how:

- Improve support for vulnerable people – The proposals contained in the report not only suggest areas for possible efficiency but offer opportunities for service improvement e.g. the roll out of travel training supports the Personalisation agenda.
- Build stronger communities – the consultation process has given people working and living in Harrow the opportunity to be at the heart of service delivery by planning and shaping the way sustainable services are delivered in the future.

## Section 3 - Contact Details and Background Papers

**Contact:** Carol Yarde,  
Head of Adults and Housing Transformation  
0208 8420 9660 (x 5660)

**Background Papers:** Pre-consultation booklet