

## Consultation Completed in 2005

<b>Project name</b>	<b>Purpose</b>	<b>Method used</b>	<b>Sample</b>	<b>Analysis used</b>	<b>What was learned</b>	<b>How the service has been/will be changed</b>
User Satisfaction Surveys within Home Care	To measure levels of satisfaction within the Home Care Service	Questionnaires and structured interviews	Users & Carers/ relatives receiving all Home Care Services	Statistical and qualitative analysis	Some differences in levels of satisfaction with services.	Issues identified fed back to managers when each area has been consulted
User satisfaction surveys within Older People's Social Work Team	To measure levels of satisfaction with process of referral and assessment	Questionnaires and structured interviews	Users and carers who were referred through Social Work teams in last 6 months	Statistical and qualitative analysis	Only Older People's Team consultation carried out in 2005. Some information requirements at the start of the service.	Only Older People's Team consultation carried out in 2005. Issues identified will be fed back to managers when each area has been consulted.
Unified Assessment	To develop tools & mechanisms for undertaking assessments	Questionnaires	Staff using the UA process	Statistical and qualitative report	Differences in levels of understanding	Training needs identified Further consultation to be carried out to continue to address requirements and establish understanding of users.

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Looked After Children Information Pack	To develop an information pack for Looked After Children when they come into care		Groups of Looked After Children and Care Leavers	Discussion Groups	The views of children and young people about what information was required in the packs	Requirements identified and pack developed
Communities that Care research	To survey a large number of young people aged 11-16 years in the Vale on their attitude to school.	Questionnaire	4000 young people	Statistical and qualitative analysis by external consultancy	Three key issues were identified: Parenting Attitude to school Access to Alcohol & Drugs	An action plan for tackling the issues has been established.
Children's complaints procedures	To develop complaints procedures in schools based on WAG proposals	Discussion groups and questionnaire	Three Groups of children aged 10-11	Qualitative information and analysis	The views of young people about complaints procedures in schools	The young people's views have been forwarded to WAG
Commissioning of a new service provider for Residential Services	To involve the young people in establishing the new service	Discussion groups	Care leavers	Young people provided questions for providers and reviewed providers' information	The views of young people informed the commissioning process	Helped to inform the choice of a new service provider for residential care.

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Listening to Children Group	To listen to the views of children and young people on the services provided	Meetings	Looked After Children	Discussion Groups	The young people's experiences of Social Services	The information is being presented to the Corporate Parenting Panel and Cabinet Report prepared. Specific issues are being taken up.
Children's Partnership	To improve and develop joined up services that meet the needs of children and their families	Small groups Fun Day	Schools and Children's organisations	Feedback/Qualitative analysis	What children required and factors that facilitate the ability to make complaints	Helped develop plans
Young People's Partnership	To improve and develop joined up services that meet the needs of young people	Young People's Events.	Young People, Schools and youth organisations	Evaluation forms and statistical analysis/reports	Improved knowledge about young people's views on the services they use and come into contact with.	Widely distributed report outlining issues to all members of Young People's Partnership, sub groups and relevant bodies.
Directory of Services/ Factsheets	To inform the design and content of the Directory	Meetings, feedback forms	Statutory Sector, Voluntary Agencies, general public, service users	Qualitative feedback analysis	Levels of understanding of the factsheet for all users  How the design could be altered to address differing needs  Appropriate distribution areas established	Informed the design of the directory  Increase number of services included

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Staff Attitude Survey	To identify attitudes of employees to work	Questionnaires	All Social Services Staff	Statistical and Qualitative report	Report to be made available	Report to be made available
User/Carer reference Group	Opportunity for Managers and Inspectors to listen to views about services	Meetings	Service Users and their carers	Qualitative analysis	Views were provided to be considered in service delivery	Report to be made available