

# Torbay Supporting People



## Communication and Involvement Strategy



## Torbay Supporting People Communication and Involvement Strategy

<b>Contents</b>	<b>Page</b>
1. Background – the Supporting People programme	2
2. Introduction to this strategy	2
3. Why produce a Communication and Involvement Strategy	4
4. Who we communicate with and involve	4
5. Key objectives of the Communication and Involvement Strategy	6
6. Our key values for communication and involvement	6
7. What we do now	7
8. How we will communicate with and involve people	8
8.1 Service users	8
8.2 Stakeholders	9
8.3 Service providers	9
9. Outcomes from communication and involvement	10
10. Evaluating and monitoring the communication and involvement process	10
11. Where we want to be	11
12. Definition of terms	11
<b>Annex A</b> Communication with and involvement of service users	14
<b>Annex B</b> Communication with and involvement of stakeholders	16
<b>Annex C</b> Communication with and involvement of service providers	17
<b>Annex D</b> Communication and Involvement Action Plan	19
<b>Annex E</b> How local Service User groups support involvement in Supporting People	22
<b>Annex F</b> Involvement and communication flow charts	23
<b>Annex G</b> Torbay Supporting People Service User Group terms of reference	24
<b>Annex H</b> Job description – Supporting People Service User Group member	26
<b>Annex I</b> Incorporation of feedback from the consultation period	28

## **1. Background - the Supporting People programme**

The Supporting People programme began in April 2003. Torbay Council receives grant funding of just under £6million to provide housing-related support to enable people to live independently in the community. This helps to improve the health, wellbeing and housing options of vulnerable people in Torbay.

The programme provides housing-related support services to a wide range of vulnerable people including:

- asylum seekers and refugees
- ex offenders or people at risk of offending
- frail elderly
- homeless families and single homeless with support needs
- older people with support needs
- people with complex needs
- people with drug or alcohol problems
- people with HIV/AIDS
- people with learning disabilities
- people with mental health issues
- people with a physical or sensory disability
- rough sleepers
- teenage parents
- travellers
- women seeking refuge from domestic violence
- young people at risk and young people leaving care

Services in Torbay include homeless hostels, supported housing, sheltered housing, a women's refuge and 'floating support' which is support provided to people in their homes.

Torbay Council administers the programme locally but all decisions relating to services and strategy are made jointly by Torbay Council, Torbay Care Trust and Devon and Cornwall Probation service.

Supporting People services in Torbay contribute to objectives in the Community Plan and strategies linked to homelessness, housing, community safety, teenage pregnancy, drug and alcohol misuse, reducing re-offending, quality of life for older people, mental health, learning disabilities and physical illness or disability. Supporting People also has a role in developing and maintaining sustainable communities, addressing anti-social behaviour, discrimination, harassment and domestic violence.

## **2. Introduction to this strategy**

The use of the word 'we', 'us' and 'our' in this strategy refers to the Supporting People programme in Torbay.

This strategy links with Torbay Council's Equality and Inclusion Policy and Scheme 2005-2008 which aims to:

- Promote and demonstrate fairness and equality of opportunity, in the provision of services and employment of staff, for and between:
  - men and women generally
  - persons of different religions/beliefs, racial group, age, marital status or sexual orientation
  - persons of different socio-economic status
  - persons with a disability and persons without
  - persons with dependants and persons without

Torbay Council is working towards level 3 of the Equality Standard for local government. This Standard ensures that treating people equally in terms of age, disability, gender, race, religion or belief and sexual orientation are mainstreamed into council policy and practice.

The wide range of Supporting People services and service users presents a diversity that can be a challenge in itself to accessible communication and involvement.

The Supporting People programme recognises that communicating with and involving service users, providers of services and stakeholders is the key to improving services.

This strategy sets out:

- who we communicate with and involve
- our key objectives and values
- what we do now
- what we will do
- intended outcomes of the strategy
- evaluating the outcomes of communication and involvement

It is an action plan, but also a working document, which will be reviewed and evaluated annually by the Supporting People Service User Group and other stakeholders.

This strategy will be supported by a number of policies and procedures which will determine roles and responsibilities. The policies are:

- The Terms of Reference of the Service User Group
- The Supporting People Memorandum of Understanding
- The Terms of Reference of the Supporting People Strategy Sub Groups
- The Quality Assessment Framework for Supporting People's expectations on involving service users
- The service review methodology for involving service users
- The Council's Corporate Communications Plan

**This is an overarching strategy giving a general overview. Therefore the groups of people included in the strategy, and the methods of communicating with and involving them are not exhaustive.**

### **3. Why produce a Communication and Involvement Strategy?**

This strategy is needed because:

- We need to engage with people who use Supporting People services, providers of services and the rest of the community. This will ensure that high quality, relevant and accessible services are delivered and continue to improve. We can use what we learn to change and develop services.
- It is important that we engage with groups often considered harder to reach, who are less visible as users of statutory services. In Torbay these groups include people in black and minority ethnic groups, rough sleepers, drug users, young people, refugees, asylum seekers, travellers and prisoners. We need to target these groups to ensure all people have equal access to services and that services are responsive to the needs of all.
- Information about services and how to access them must be provided in order to involve people in their services. We also need to share information about any major changes to services.
- We believe services are better when they fully involve service users. This means involvement in the planning of their support and in making decisions on the aims of a service and day to day decisions about the service where possible.

### **4. Who we communicate with and involve**

The table on the next page shows who we communicate with and involve. Those directly affected by Supporting People as service users, carers or service providers will be the main focus of this strategy.

<b>Who we communicate with and involve</b>	<b>Where you will find information for these people in this strategy</b>
<p><b>Service users, potential service users and carers</b></p>	<p>7 What we do now 8.1 How will we communicate with and involve people? - service users Annex A Communication and involvement of service users Annex D Communication and Involvement Action Plan Annex E How local service user groups support involvement in Supporting People Annex F Involvement and communication flow charts Annex G Torbay Supporting People Service User Group terms of reference Annex H Job description – Supporting People Service User Group member</p>
<p><b>Internal and external stakeholders</b> – these are the partner agencies of the programme – Torbay Council, Torbay Care Trust and Probation service as well as others with an interest in Supporting People such as charities and voluntary services, the police, advocacy services, the media and Torbay’s local community</p>	<p>7 What we do now 8.2 How will we communicate with and involve people? - stakeholders Annex B Communication with and involvement of stakeholders Annex D Communication and involvement action plan Annex F Involvement and communication flow charts</p>
<p><b>Providers of Supporting People services</b> - this section is split into large providers (providing services to more than 50 people), small providers (providing services to less than 50 people) or sole traders (a private individual providing a service to one person)</p>	<p>7 What we do now 8.3 How will we communicate with and involve people? – Supporting People service providers Annex C Communication with and involvement with service providers Annex D Communication and involvement action plan Annex F Involvement and communication flow charts</p>

## 5. Key objectives of the Communication and Involvement Strategy

- To raise awareness of the Supporting People programme
- To know our key stakeholders, service providers and service users and how to reach them
- To involve service users and other stakeholders in the delivery and monitoring of services wherever possible
- To monitor how well Supporting People services are involving service users and make recommendations on how this can improve
- To involve service users in making decisions about their services
- To involve service users and key stakeholders in developing and implementing the Supporting People Five Year Strategy
- To make links with all the local organisations supporting and advocating for service users, including self organised service user groups
- To communicate regularly with stakeholders, providers and services users and inform them of any key changes and how they can influence them
- Provide timely, accessible, accurate and relevant information in a manner that is appropriate to the audience
- Clearly explain why we are consulting and how the information provided will be used
- Act on the results of consultations to improve services and service delivery and report the changes back to those who influenced them
- To build on partnerships with service users, service providers and other stakeholders

## 6. Our key values for communication & involvement

Communication and involvement will:

- Be accurate, timely, open and honest
- Be easy to understand and free from jargon
- Be consistent in quality and style
- Be cost effective
- Be accessible and inclusive
- Value all contributions
- Feedback on what's changed as a result
- Develop people to take part and mentor others
- Cover any expenses incurred

## 7. What we do now

- **Core Strategy Group** - the key group in shaping the direction and priorities for Supporting People in Torbay includes representatives from Torbay Council, Torbay Care Trust, Devon and Cornwall Probation Service as well as Devon Partnership Trust, Supporting People service providers and service users
- **Strategy Sub Groups** – these are sub groups of the Core Strategy Group and address the priorities for particular client groups such as older people, people with learning disabilities, young people etc. Membership includes service users, service providers, referral agencies and other stakeholders in the Supporting People programme.
- **Service User Group** – this group of service users from various Supporting People services meets regularly to look at the monitoring of services, new initiatives, policies and procedures and partake in training and development.
- **Service user forum** – this is held annually for service users to discuss issues relating to Supporting People. This will be ongoing for the foreseeable future.
- **Service user focus groups** – these are held as and when required.
- **Independent Provider Forum** – this is run by Torbay service providers and is supported by Supporting People
- **Supporting People Providers Network** – a forum for small providers
- **Diversity Audit** – this is a consultation of black and minority ethnic groups and lesbian, gay, bisexual and transgender groups in Torbay. The consultation is being led by Safer Communities Torbay. Supporting People are involved in this and are using the consultation to find out about the needs of these groups
- **Interviews with service users** – this is part of the service review and monitoring process. The monitoring and review process will be evaluated in April 2006. Any proposals for changes to the existing process will include direct feedback from service users
- **Quarterly newsletter** - following positive feedback we plan to continue this publication to keep people informed of developments and plans
- **Directory of Supporting People services** – this contains information about Supporting People services. This is available as a paper copy and on our website - [www.torbay.gov.uk/supportingpeople](http://www.torbay.gov.uk/supportingpeople) . The paper copy will continue to be updated annually and the electronic copy on the website more regularly as changes are notified to us
- **Vacancy list** – this is sent to key stakeholders every week. This will cease once a centralised referral and nomination system to Supporting People services is introduced
- **Service user questionnaires** – these are sent out during each service review and for specific consultations such as the five-year strategy. This will be continued as and when required
- **Supporting People Road shows** – these are held at various locations and are awareness raising sessions for staff and stakeholders

- **Adverts** – these are placed in relevant publications such as the Safer Communities booklet & Council Tax leaflet
- **Written articles** – these are placed in relevant publications such as the Care Trust integration bulletin and Torbay View, the resident’s magazine produced by Torbay Council. The aim is to raise awareness of Supporting People
- **Leaflets** – a leaflet has been produced and is widely circulated
- **Website** – this provides general information about the Supporting People programme including the charging policy, five-year strategy and review process. The website will be kept regularly updated
- **Exhibitions** – these are taken to relevant conferences and events such as Housing Partnership conference, Vulnerable Adults conference, Private Landlords Forum and Safer Communities conference. These are ongoing.

## **8. How we will communicate with and involve people**

All communication material will be available in a variety of formats including, pictorial representation, Braille, audio tape and in other languages if required. We will take into consideration any obstacles or limitations and adapt the form of communication accordingly.

### **8.1 Service users**

Torbay’s Supporting People programme is committed to inclusive service user involvement. We will work in partnership with the Supporting People Service User Group to improve services. To enable this we will make available training for members of the group. All expenses will be paid.

With the Service User Group we will:

- set and monitor standards for providers to involve service users not only in support planning but also in as many decisions on the management and running of services as possible
- involve service users in service reviews and in performance monitoring of services
- encourage ongoing service user participation in the strategy sub groups
- take part in national consultation exercises and conferences
- quality assess information and policies produced by Supporting People
- link into existing service user and advocacy groups such as MENCAP, Speaking out in Torbay (SPOT) and the other groups listed in Annex E
- ensure that the appropriate support is available to enable services users to participate fully and prevent “consultation fatigue”
- actively seek to identify and involve groups often considered harder to reach
- establish any special needs of service users in relation to physical capabilities, emotional/mental status, dependents and any limitations in

- relation to communication, language, transient or chaotic lifestyle and help these service users to participate fully
- ensure involvement through using existing groups such as Project 58, other service user groups and local prisons as well as training members of the Service User Group to mentor and support those less able or willing to engage
  - adapt our methods to ensure all service users, and potential service users, are included
  - conduct visits for one to one interviews with service users, meet at community venues such as hospitals, prisons or faith based organisation to ensure we communicate with and involve those who cannot be reached by some of the more traditional methods
  - use video rooms where appropriate and an interactive web site
  - involve those people who have successfully engaged some of the harder to reach groups, for example the Travellers' worker, HIV services, prison support workers and drugs workers
  - ensure there is a clear terms of reference and job description for membership of the service user group (see annexes G and H)
  - offer training to service users to enable them to participate fully

## 8.2 Stakeholders

Supporting People is committed to involving internal and external stakeholders of the programme (refer to the table in section 4). To ensure stakeholder involvement Supporting People will:

- be represented on all relevant joint commissioning and joint planning groups to ensure that sharing of information and service development is consistent
- ensure stakeholders are represented on the Supporting People Commissioning Body Core Strategy Group, strategy sub groups and service user and provider fora
- will endeavour to identify further joint working opportunities
- invite elected Members to attend Commissioning Body meetings. The Mayor and portfolio members will be regularly briefed to ensure elected Members and colleagues are fully informed about the Supporting People programme. Their awareness will ensure that crucial connections are built between relevant internal departments and other local authorities.

## 8.3 Supporting People service providers

One of the key factors in the successful delivery of the Supporting People programme is the relationship with providers. Torbay's Supporting People Team will ensure that:

- regular communication takes place via the independent providers' forum where presentations, discussions, training and the passing of information takes place

- providers receive information through the newsletter, email and other formats
- providers are represented on the Supporting People strategy sub groups
- providers are consulted on key decisions affecting them

**This is an overarching strategy giving a general overview. Therefore the groups of people included in the strategy, and the methods of communicating with and involving them are not exhaustive.**

## **9. Outcomes from communication and involvement**

Feeding back what has changed as a result of communication and involvement is probably the most important part of this strategy. Appropriate and timely feedback can encourage those more reluctant to take part. Information gained through communication and involvement will be used to change a service in some way. For example, the new Supporting People Access and Move On Strategy, which will change how Supporting People services are accessed, is the result of feedback from stakeholders.

Service user, stakeholder and service provider involvement will influence change to services and to strategic priorities, for example the priorities in the Supporting people Five Year Strategy. We will report any changes to those who took part and to the wider community. Results will normally be published in the Supporting People quarterly newsletter, depending on the circumstances it may be necessary to publish an extra newsletter reporting on particular outcomes.

Each year the Supporting People Team, Supporting People Service User Group and other stakeholders will update the communication and involvement action plan which will outline the key tasks for that year. The action plan will be reviewed on an annual basis and the team will incorporate lessons learnt from good and bad practice into the action plan.

## **10. Evaluating and monitoring the communication and involvement process**

A self assessment tool for service users will be developed and used to monitor the impact that involvement in the Supporting People programme is having on service users. This will be piloted in early 2008. This will help us see what we are doing well and not so well in terms of service user involvement and help us find ways of improving.

Success of an individual consultation exercise will be carried out at two levels:

1. The success of the exercise
  - Did it go well?

- Is there anything we can learn from it and improve for next time?
- Has policy or practice changed as a result of the exercise?

2. Has there been a positive change in outcomes and quality of life for service users as a result of their input consultation in terms of:

- quality and extent of services received
- personal development
- skill development
- engagement with wider community/social networks

The lead person on each consultation exercise will be responsible for ensuring an evaluation report is produced. This will be considered by the relevant Supporting People strategy sub group to maximise learning. Where proposals are made that affect policy then the report will be submitted to the Supporting People Commissioning Body.

## **11. Where we want to be**

We want to be a programme where we truly work in partnership with service users, providers and other stakeholders and where service users are fully involved in their services.

This Strategy aims to influence and improve Supporting People services and raise the profile of Supporting People in Torbay year on year. This will be achieved by the annually updated communication and involvement action plan. The strategy will also be reviewed annually, focusing on impact and relevance.

## **12. Definition of terms**

### ***Client group***

A category such as 'older people' or 'homeless people' that Supporting People services will support. Each service has a primary client group that they specialise in supporting and usually a second client group that they will support.

### ***Commissioning Body***

The group that makes decisions regarding the development and expenditure of the Supporting People programme in Torbay. The group consists of a representative from Torbay Council, Torbay Care Trust and Devon and Cornwall Probation service. They each have one vote. The Commissioning Body directs the work of the Core Strategy Group

### ***Core Strategy Group***

Please refer to section 7 in this strategy for a definition

***Floating support***

A Supporting People service/worker who provides support visits to people where they are living. If the person moves to new accommodation within Torbay then the service would move with them. Accommodation is not provided as part of the service.

***Homeless hostel***

A hostel that provides emergency temporary accommodation for homeless people.

***Housing support / housing-related support***

These are terms for the support provided by Supporting People services to help people live as independently as possible in the community. This can mean moving on to further independence or maintaining independence in their homes. Support can include help with budgeting, keeping their home secure, developing life skills etc.

***Independent Provider Forum***

Please refer to section 7 of this strategy for a definition

***Provider/service provider/Supporting People provider***

This is the organisation or person providing/operating the Supporting People service

***Referral agency***

An organisation, agency or service that can place an individual in a Supporting People service

***Service provider***

Please refer to 'Provider' in this list

***Service user***

This is one term for a person who receives support and services from a Supporting People service. Another term is 'client'.

***Service user forum***

Please refer to section 7 of this strategy for as definition

***Service User Group***

Please refer to section 7 of this strategy and annexes G and H for a definition

***Sheltered housing***

Rented or leasehold properties for elderly people in a scheme with a warden or scheme manager who provides housing support. There is usually an emergency call system.

***Stakeholders***

In this strategy stakeholders are those with an interest in the Supporting People programme. These are the partner agencies of the programme – Torbay Council, Torbay Care Trust and the Probation service - as well as other referral agencies, charities, voluntary services, the police, advocacy services, the media and Torbay's local community. Service users, carers, potential service users and service providers are dealt with separately in this document.

***Strategy sub groups***

Please refer to section 7 in this strategy for a definition

***Support worker***

Services may have other names for this job. This person works with the user of the Supporting People service to develop his/her independence. This worker could be a warden or scheme manager in a sheltered housing scheme, support worker or tenancy support worker in a supported housing scheme or hostel.

***Supported housing***

Accommodation provided with support that helps people gain the skills to live independently in the community

***Supporting People provider***

Please refer to 'provider' in this list.

***Supporting People Providers Network***

Please refer to section 7 of this strategy for a definition

***Supporting People service***

A scheme, project or team of workers who are contracted by the Supporting People programme to provide a range of eligible support services to vulnerable people.

***Torbay Care Trust***

This is an integration of adult Social Services and community health services (such as district nurses). Services within the Care Trust refer people to Supporting People services.

## Annex A

### Communication with and involvement of service users

Type of link (communication or involvement)	Method	Issues	Resolutions
Communication and involvement	Annual service user forum Service user Group Face to Face interviews (including Diversity Audit – see section 7 of the main Strategy) Focus Groups Strategy sub Groups National consultation Conferences	<ul style="list-style-type: none"> <li>• May not be able to participate fully because of disability relating to mobility, speech, understanding or confidence</li> <li>• People in prison or hospital are unable to attend</li> <li>• Lack of confidence to speak out in public</li> </ul>	<p>Accessible information &amp; venues</p> <p>Signers</p> <p>Service user group mentors</p> <p>Use existing groups such as, SPOT, Learning Disability Housing sub group, Adult Treatment Group and Strategy sub Groups</p> <p>Develop a mentor and SP worker with responsibility for patients and prisoners</p> <p>Facility to participate in other ways, i.e. video room</p>
Communication	SP directory of services Leaflets Briefing information Newsletter Torbay view Website	<ul style="list-style-type: none"> <li>• Lack of literacy skills</li> <li>• No access to internet</li> <li>• Inability to assimilate information</li> </ul>	<p>Other formats available e.g. large print, Braille, glossary of terms and translated versions, also available on the web</p> <p>Phone line</p>
Involvement	Questionnaires (including Diversity Audit – see section 7 of the main Strategy)	<ul style="list-style-type: none"> <li>• Lack of literacy skills</li> <li>• Sensory disability</li> </ul>	<p>Accessible information</p> <p>Availability of other formats (e.g. different languages, video, Braille, tape)</p> <p>Support worker</p> <p>Service user Group mentor</p>
Involvement	Monitoring of services by service users through peer reviews	<ul style="list-style-type: none"> <li>• Lack of confidence</li> <li>• Needs training</li> </ul>	<p>Training for service users</p> <p>Service user group mentors</p> <p>Shadowing of Supporting People Team</p>

Type of link (communication or involvement)	Method	Issues	Resolutions
Communication	Dedicated phone line to the Supporting People team	<ul style="list-style-type: none"> <li>• Unable to use phone</li> <li>• English not first language</li> </ul>	Induction loop Web site Leaflets & newsletter Language line
Involvement	Setting baseline standards on the involvement of services users by providers	<ul style="list-style-type: none"> <li>• Inconsistent approach</li> <li>• Lack of feedback from service users</li> </ul>	Use service user group mentors to interview service users Feedback from other stakeholders
Involvement	Service User Group	<ul style="list-style-type: none"> <li>• Capacity to be involved</li> <li>• Training needs</li> <li>• awareness of the Supporting People process</li> </ul>	Training for Group External facilitator Learning from other groups Payment of expenses
Communication and involvement	Improve links to advocacy and self organised service user groups	<ul style="list-style-type: none"> <li>• May lack awareness of specific Supporting People issues</li> <li>• May not include the harder to reach</li> <li>• Those less mobile may not attend</li> <li>• Too much on the agenda</li> <li>• Lack of staffing resource</li> <li>• Too many meetings!</li> </ul>	Regular attendance at meetings by Supporting People representative Timetable Supporting People for once or twice a year Develop a link with one service user who could be seconded onto Supporting People Service User Group

## Annex B

### Communication with and involvement of stakeholders

Type of link (communication or involvement)	Method	Issues	Resolutions
Communication	Newsletter	<ul style="list-style-type: none"> <li>• Not enough time to read</li> <li>• Circulation to those not on email</li> </ul>	Widen circulation Supplement with briefings
Communication	SP directory of services	<ul style="list-style-type: none"> <li>• May need further information</li> </ul>	Regular vacancy and implementation of access strategy Phone line
Involvement	Questionnaires	<ul style="list-style-type: none"> <li>• Lack of time to complete</li> </ul>	Follow up by phone
Communication	Road shows, exhibitions and conferences Staff training	<ul style="list-style-type: none"> <li>• Time and resources</li> </ul>	Develop champions in key areas Inductions for staff Briefings at team meetings
Involvement	Strategy Sub Groups Core Strategy Group Commissioning Body	<ul style="list-style-type: none"> <li>• Time and resources</li> </ul>	Commitment from Commissioning Body and key stakeholders Demonstrate the benefits SP can offer
Involvement	Service Reviews & ongoing monitoring	<ul style="list-style-type: none"> <li>• Training</li> <li>• Support</li> </ul>	Training

## Annex C

### Communication with and involvement of service providers

Type of link (communication or involvement)	Method	Issues	Resolutions
Communication & involvement	Providers Independent Forum (all providers)	<ul style="list-style-type: none"> <li>• Attendance</li> <li>• Supporting People attendance</li> </ul>	<p>Develop shared work programme, incorporating Supporting People programme plan items</p> <p>Ensure Supporting People attends by invitation</p>
Communication & involvement	Supporting People Providers Network (small providers)	<ul style="list-style-type: none"> <li>• Allows networking between service providers for mutual support and development</li> </ul>	<p>Briefings from Supporting People Team as required</p> <p>Investigate further funding or support options</p>
Communication & involvement	Supporting People Provider Forum	<ul style="list-style-type: none"> <li>• Attendance</li> <li>• Agenda</li> </ul>	<p>Investigate whether small providers prefer to participate in different ways</p> <p>Enable providers to set pro-active agenda</p>
Communication & involvement	Supporting People directory of services Newsletter	<ul style="list-style-type: none"> <li>• Consistency</li> <li>• Input from providers</li> </ul>	<p>Independent Provider Forum can review</p> <p>Encourage provider input to newsletter</p> <p>Widen circulation to all service users</p>
Communication & involvement	Training for small providers mentoring from provider	<ul style="list-style-type: none"> <li>• Identification of common training needs</li> <li>• Involvement of small providers</li> </ul>	<p>Simplify &amp; streamline processes</p> <p>Identify training needs from service reviews, monitoring &amp; service user feedback</p> <p>Target key areas</p> <p>Involve service users &amp; other providers in delivery</p> <p>Progress mentoring arrangements</p> <p>Encourage consortia so that resources can be shared to improve performance</p>

Type of link (communication or involvement)	Method	Issues	Resolutions
Communication & involvement	Questionnaires	<ul style="list-style-type: none"> <li>• Service review</li> <li>• Feedback back on review process</li> <li>• New developments e.g. Supporting People national strategy &amp; strategy sub groups</li> </ul>	<p>As and when required</p> <p>After service review</p> <p>Feedback on newsletter and directory</p> <p>Review of Provider fora</p>
Involvement	Strategy Sub Groups	<ul style="list-style-type: none"> <li>• Ability to participate</li> </ul>	<p>Look at timing of meetings so that sole traders &amp; small providers can attend</p> <p>Build capacity of small providers to take part</p> <p>Ensure members take responsibility for informing &amp; bringing views of those providers not present through Provider fora</p> <p>Deal with conflict of interest openly</p>
Involvement	Core Strategy Group	<ul style="list-style-type: none"> <li>• Representation</li> </ul>	<p>Ensure Chair of Independent Provider Forum is elected annually and takes responsibility for feeding in views of all providers &amp; updating them on key matters arising</p>

## Annex D

### Communication and Involvement Action Plan 2007

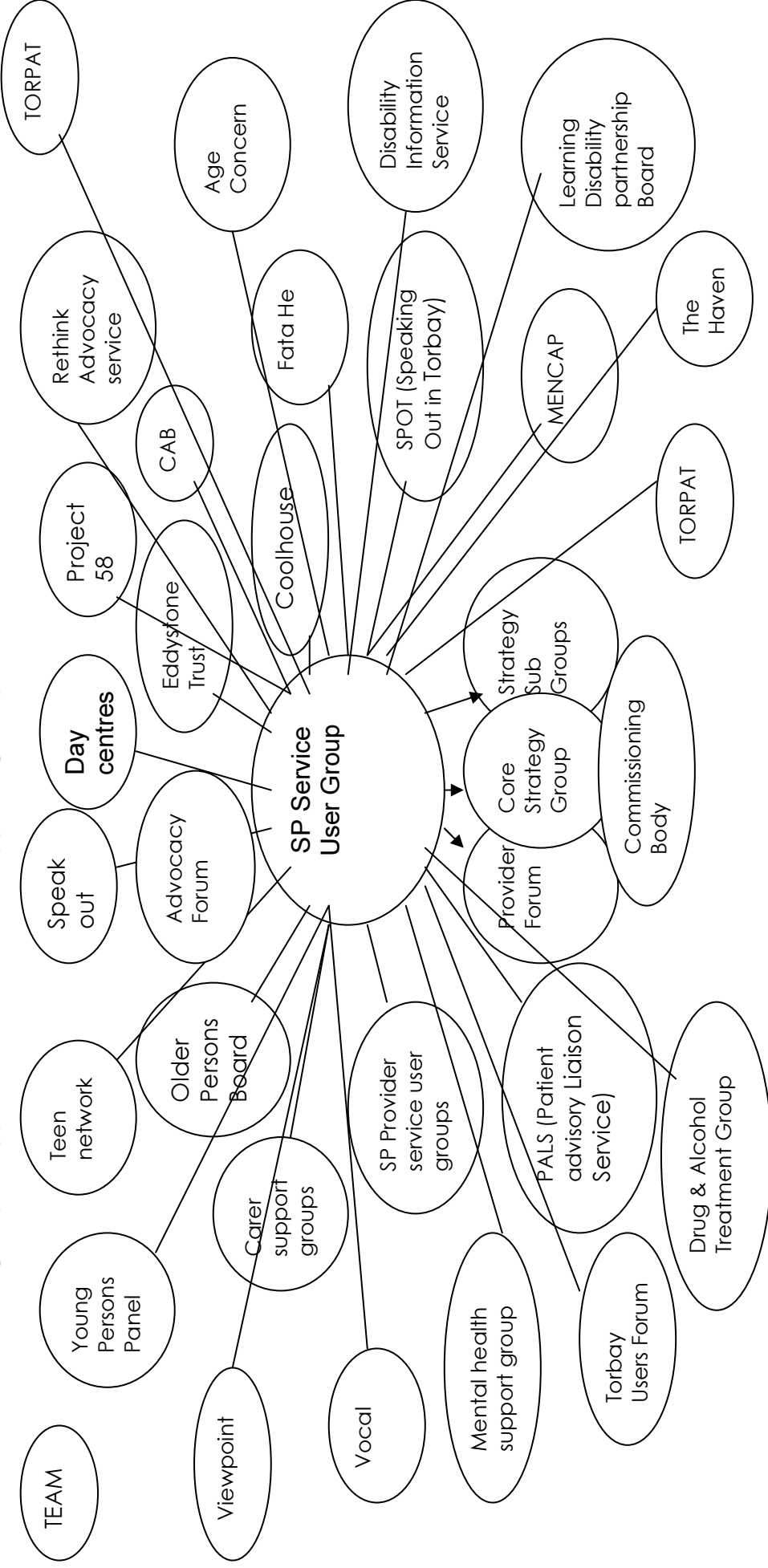
Action/Task	Start date	End date	Lead	Comments	Status
Terms of reference and job descriptions of Service User Group agreed	Dec 2005	Jan 2006	Service User Group		Completed
Support service user attendance at the Regional Drugs & Housing conference run by Shelter		Feb 2006	Supporting People Manager		Completed
Service User Group article for Supporting People newsletter	Jan 2006	Feb 2006	Service User Group		Completed
Expand Service User Group to include carer representative	Jan 2006	Mar 2006	Service User Group		Completed
Plan service user forum	Mar 2006	July 2006	All	Very successful forum took place in August 2006	Completed
Circulate leaflet & poster advertising Service User Group	July 2006	July 2006	Communication Officer		Completed
Rename and launch Service User Group		Aug 2006	Service User Group	Poster, leaflet and logo produced. Launched group at forum in Aug 06	Completed
Include an advertisement in the Safer Communities Newsletter		Jan 2006	Communication Officer		Completed
Review of provider forums		Jan 2006	Supporting People Manager	Provider representatives on each Strategy Sub Group. Providers' Independent Forum involves service providers in development of Supporting People & decisions to be made	Completed
Participate in the Torbay Advice Strategy training programme		Jan 2006	Service Development		Completed

Action/Task	Start date	End date	Lead	Comments	Status
Supporting People advert sent out with Council Tax bills		Mar 2006	Officers Communication Officer		Completed
Produce easy read summary of Communication & involvement strategy	Nov 2006	May 2006	Communication Officer		Completed
Participate in drafting questions for the Safer Communities Diversity Audit		May 2006	Communication Officer		Completed
Visits to Supporting People services by Service User Group	Dec 2005	Ongoing	Service User Group	Service User Group learn about different types of Supporting People services	Ongoing
Service user group training	Jan 2006	Ongoing	Supporting People Manager	Service User Group has been offered training and some have taken part. Aim to provide specific training within group. Group to decide on types of training required	In progress
Reports from Strategy Sub Groups to Service User Group	Mar 2006	Ongoing	Supporting People Manager & Strategy Sub Group reps	Strategy Sub Groups update Service User Group on what they are doing	Ongoing
Service User Group, service providers, and agencies that refer to Supporting People services will review Supporting People service directory	Nov 2006	July 2007	Service User Group & Communication Officer	Directory has been reviewed by Service User Group. Directory is updated on web pages. It will change because of Referral Hub so will be reviewed again to incorporate necessary changes	In progress
Service user involvement in buying and developing services	Jan 07	2012	Supporting People Manager	Service Users involved in procurement & tenders selection	Ongoing
Involve service users in training and recruitment of staff	Feb 2007	Ongoing			Ongoing

Action/Task	Start date	End date	Lead	Comments	Status
Evaluation of service user involvement within Strategy Sub Groups	Feb 2007	Ongoing	Supporting People Manager and Strategy Sub Group reps	Service User Group will look at how the Strategy Sub Groups are involving service users and making meetings easier to understand.	Ongoing
Plan service user involvement in the monitoring of services	Sept 2007				Not started
Assess Supporting People web pages			Service User Group		Not started
Produce service user newsletter			Service User Group	To be written by and for service users	Not started
Visit other teams and agencies to give updates on Supporting People developments	Sept 2005	Ongoing	Supporting People Manager	Supporting People Team members are visiting teams in the Care Trust and other agencies who refer to Supporting People services, to explain about Supporting People	In progress
Evaluate and act upon results of Safer Communities Diversity Audit			Supporting People Manager & Service Development Manager		Not started

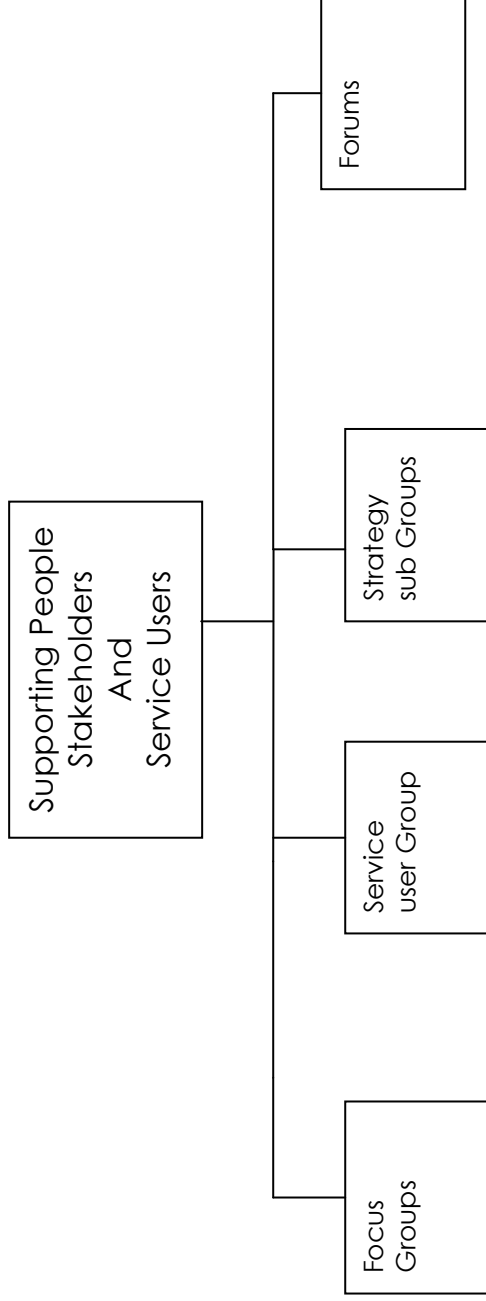
**Annex E**

**How local Service User groups support involvement in Supporting People**

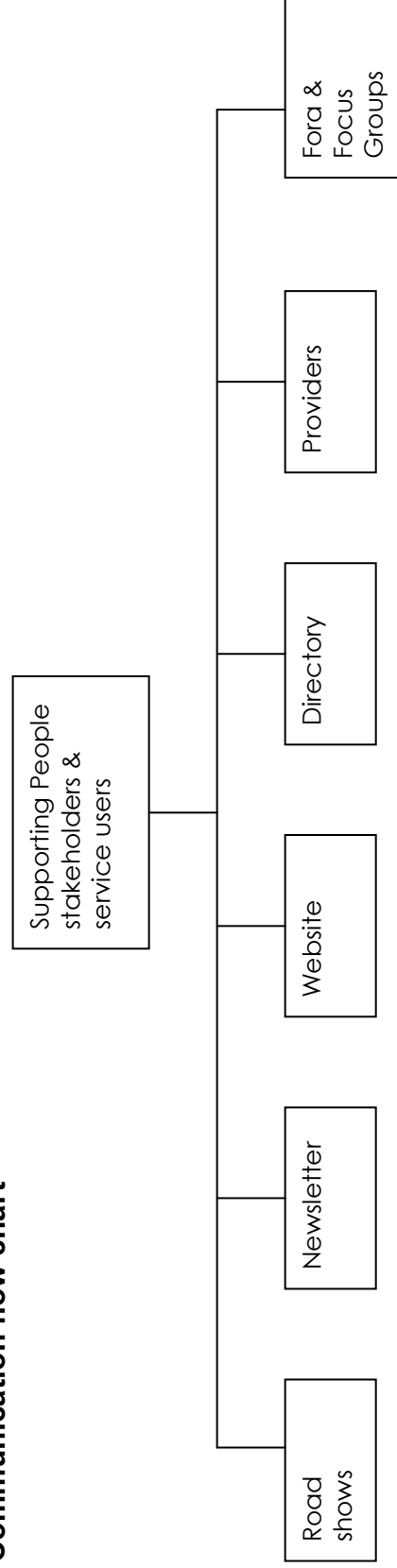


**Annex F**

**Involvement flow chart**



**Communication flow chart**



## Annex G

### Torbay Supporting People Service User Group

#### Terms of Reference

Service user group members will be trained to consult with other service users. This will enable the service user group to improve Supporting People services.

The service user group aims to:

- Give service users a voice.
- Influence the planning of Supporting People services.
- Offer a service user perspective to the planning, development and review of Supporting People services.
- Develop effective communication with both service users within Supporting People services, and with the working groups in Torbay.
- Work in partnership with service providers to obtain access to service users and service user groups.
- Collate service user views and feed back how their views have influenced decision making.

#### Membership

Members of the group include representatives from across the Torbay Local Authority.

In addition members will be representative of the Supporting People client groups, and aim to be balanced in terms of gender and ethnic origin:

- Homeless people
- Offenders and those at risk of offending
- People with drug and alcohol problems
- People with mental health problems
- People with learning disabilities
- Older people

- Young people
- People with physical and/or sensory disability

### Review of the Terms of Reference

The terms of reference and the work programme will be reviewed on an annual basis. The next review will take place by October 2008.

---

### What words mean ...

#### *Client group*

A category such as 'older people' or 'homeless people' that Supporting People services will support

#### *Service review*

Inspection of a service by Supporting People Team, to see how good and relevant the service is

#### *Service user*

A person who uses and gains support from a Supporting People service

#### *Terms of reference*

Description of the group, who belongs to it and what it will do

## Annex H

### Job description

#### Supporting People Service User Group member

##### Job Aims:

- Influence decisions
- Meeting and talking to other groups
- Feed back to service user group meetings

##### Job Tasks:

#### 1. Attend meetings

- Attend and take part in Service User Group meetings and training.
- Ask if you don't understand anything – VERY IMPORTANT!
- Listen to and respect others views.
- Discuss and review documents or ideas presented by the Supporting People Team and the service user group.
- Attend Supporting People working groups to report on progress of Service User Group.

#### 2. Consult other service users

- Ask other service users what they think about each issue using questions agreed in Service User Group meetings either one to one, or in small groups.
  - Consult with a minimum of 10 people between each Service User Group meeting.
  - Write down people's answers to the questions you ask and bring these to the next meeting. A standard feedback form will be produced to use.
-

## What words mean ...

### *Service review*

Inspection of a service by Supporting People Team, to see how good and relevant the service is

### *Service user*

A person who uses and gains support from a Supporting People service

## **Annex I**

### **Incorporation of feedback from the consultation period**

The Communication and Involvement Strategy was sent out for consultation during February 2006. The feedback from the consultation period is summarised below:

#### **1. The feedback**

##### ***Point 1***

The document is too wordy and needs to be written in plain English so to be easier to understand

##### ***Point 2***

Comments about accuracy and wording – no mention in Strategy of Mental Health clients, the Advocacy Forum, advocacy services or day centres

##### ***Point 3***

In the light of the additional exclusion that members of minority groups can experience the proposed Diversity Audit should remain a key priority to assist with all aspects of working and communicating with members of minority groups.

##### ***Point 4***

Addressing service user involvement is complex and requires a number of key elements. Supporting People should seek to produce clear terms of reference covering all aspects of service user involvement to include:

- the basis upon which users are involved
- who exactly they representing
- how they communicate to and from the users they are representing
- what initial and ongoing support needs they have
- what training and development needs there might be
- what review mechanisms there are for any arrangement

#### **2. Incorporation of the feedback**

This feedback has been incorporated into the document in the following ways.

##### ***Point 1***

The main body of the document, pages 1-9, has been extensively rewritten so to be easier to understand. An action point in the Communication and Involvement Action Plan is to produce an accessible summary of the Strategy, particularly aimed at people with learning disabilities.

**Point 2**

Mental Health clients, advocacy services, the Advocacy Forum and day centres have been added into the Strategy and into Annex E. Advocacy services, the Advocacy Forum and day centres are all stakeholders in the Supporting People programme so are included under this umbrella.

**Point 3**

The Diversity Audit has been given more prominence and explanation in the document. The evaluation of the results of the Audit and acting upon these results has been included in the Communication and Involvement Action Plan.

**Point 4**

The terms of reference of the Supporting People Service User Group and job description for membership of the group has been included as annexes G and H. An action for the group in the Communication and Involvement Action Plan is to review the terms of reference for clarity, inclusiveness and effectiveness each year.