

Appendix 3

Day Centre and Transport Service Review Consultation Plan (23.07.12 – 15.10.12)

Stakeholders: Service Users, Carers, Relatives, Friends, Day Centre Staff, Service Managers, Assessment and Care Management Staff, Unions, Commissioners, HR, Local community, Social care providers, domiciliary care providers, Direct Payments Team, Elected Members

No.	Communication Method	Location	Date	Consulted Stakeholders
1	Proposal details displayed on the internet	Council website	27.07.12	ALL
2	Comment facility on the internet	Council website	27.07.12	ALL
3	Comment boxes in all day care centres and on in house transport vehicles	Oaks Day Centre Addison Day Centre Reach Day Centre Maple Avenue Kiveton Park Charnwood Copeland Lodge Park Hill Lodge In house vehicles	27.07.12	Service users, day centre staff
4	Email and postal comment methods	N/A	27.07.12	ALL
5	All information released to customers to be agreed with the Learning from customer forum or Speak Up	N/A	23.07.12	Service users, carers, relatives, friends
6	Key information displayed in all day centres and in house transport	Oaks Day Centre Addison Day Centre Reach Day Centre Maple Avenue Kiveton Park Charnwood Copeland Lodge Park Hill Lodge In house vehicles	27.07.12	Service users, day centre staff, carers, relatives, friends
7	Team meetings with all centre staff to ensure consistent messages to customers	Oaks Day Centre Addison Day Centre Reach Day Centre Maple Avenue	25.07.12	Day centre staff, senior managers, unions, HR

		Kiveton Park Charnwood Copeland Lodge Park Hill Lodge		
8	Key messages and FAQ's distributed to all staff to ensure consistent messages to customers	Individual workplaces	25.07.12	Day centre staff, senior managers, service users, carers, relatives, friends
9	Letter to every service user advising of the changes	N/A	25.07.12	Service users, carers, friends, relatives
10	Day centre meetings to outline potential changes	Oaks Day Centre Addison Day Centre Reach Day Centre Maple Avenue Kiveton Park Charnwood Copeland Lodge Park Hill Lodge	02.08.12	Service users, carers, friends, relatives
11	One to one meetings offered to service users and relatives/carers	Individual preferences	25.07.12	Service users, carers, friends, relatives
12	Press Release to local media	N/A	25.07.12	ALL
13	Scenario based direct payment information available to customers	N/A	25.07.12	Service users, carers, friends, relatives, Assessment and Care Management staff, day centre staff
14	Regular staff briefing emails and bulletins	N/A	25.07.12	Day centre staff, unions, Assessment and Care Management staff
15	One to one staff meetings with HR, unions and managers	Individual preferences	15.08.12	Day centre staff
16	Email to all assessment and care management staff advising of the changes and facilitating comment	N/A	08.08.12	Assessment and Care Management Staff, senior managers
17	Information and support available at Rotherham Carers' Corner	Rotherham Carers Corner	25.07.12	Carers, friends, relatives, service users
18	Open day at Rotherham Carers' Corner	Rotherham Carers Corner	31.08.12	Carers, friends, relatives, service users

19	Meeting with commissioners	Riverside House	24.08.12	Commissioners, adult social care providers
20	Attendance at domiciliary care provider forum	Domiciliary Care Provider Forum	31.08.12	Adult social care providers, Commissioners, Assessment and Care Management staff
21	Attendance at Rotherham Carers Forum	Rotherham Carers Corner	30.09.12	Carers, relatives, friends, service users
22	Attendance at specific service area Carers Forums	Learning Disability, Older People and Physical Disability Carers Forums	30.09.12	Carers, relatives, friends, service users
23	Unions informed of all changes affecting staff	N/A	27.07.12	Unions, day centre staff, senior managers
24	Monthly email briefing to Elected Members	N/A	27.07.12	Elected Members, senior managers
25	Consultation closure meeting at each day centre	Oaks Day Centre Addison Day Centre Reach Day Centre Maple Avenue Kiveton Park Charnwood Copeland Lodge Park Hill Lodge	05.10.12	Service users, carers, friends, relatives