



Consultation Plan

– Day time activities for older people

1. Introduction and background

Powys County Council is reviewing how it delivers its day time activities for older people, partly in response to financial pressures but also to see if the model that is currently used is the best available for older people in the county.

Between January and March 2016, the council carried out a Listening and Learning project to establish what issues it would need to consider in formulating its consultation proposal. The analysis report on this (which also looked at residential provision for older people and a Fair and Affordable Care charging policy) is attached as Appendix 1).

The detailed timeline will be set out in section 5. However, once the consultation is completed and the results analysed, this information will be given to Cabinet to decide on a way forward.

2. Consultation Scope

The scope of this consultation is as follows:

Powys County Council needs to understand the views of our stakeholders, in particular, older people and those approaching old age, on our options for the future delivery of day-time services, including the future of day centres. A mandate for carrying out the consultation was given by the council's Cabinet on July 22nd 2016.

The consultation document contains three Options in respect day time services. Stakeholders will be asked for their views on the options and also asked if there are other options which may not have been considered by the council.

A report on the consultation will be provided to the council's Cabinet in order that they can decide how to proceed with a view to meeting financial pressures on the council's budget. This will be done with a view of supporting the council's wider work to meet the requirements of the Social Services and Wellbeing (Wales) Act 2014.

3. Governance Structure

The Project Leader for the review work will work with the Communications Team to deliver the Consultation project with final decision being taken by the council's Cabinet. The work will be supported by members of the Social Care team, with admin support provided by members of the council's Business Support team.

This consultation is being carried out with advice and guidance from the Consultation Institute, under their Quality Assurance scheme.

Cabinet will have sole responsibility for making the decision on whether or not to go to consultation as well as a final decision on the future of day time activities.

However, the relevant Scrutiny Committee (Chair or 5 members of that committee currently) can call in a decision of Cabinet within 5 working days of the Cabinet decision being published.

Those calling in the decision would need to convince the council’s Section 151 Officer and the Monitoring Officer that the ‘call-in’ falls in within the criteria in the council’s Constitution which is as follows:

- 7.37.3.1 - the decision or action was contrary to the policy framework or budget, or fell outside the functions of the Cabinet; or
- 7.37.3.2 - the Cabinet or decision maker had not followed agreed procedures or failed to consult (where required) before reaching its decision; or
- 7.37.3.3 - the Cabinet had not followed, or had failed to take account of, any legal obligations, including regulations or statutory guidance governing the Council’s actions, or other guidance adopted by the Council.

In terms of the 3 options provided, the scope of the provision included in this Review is as follows:-

Powys County Council Provision
Arosfa – Brecon
Canolfan – Ystradgynlais
Maesyffynon – Crickhowell
Maesywennol – Llanidloes
Park – Newtown
Arlais –Llandrindod
Third Sector Provision
Welshpool ¹
East Radnor – Presteigne
Tanat Valley ²
Machynlleth
Bethshan ³ – Newtown

However, it is acknowledged that due to the financial implications of each option there may be implications for other parts of the Adult Social Care Service and or other Council Services in order to implement the final decision.

4. Stakeholders

The council has identified the following stakeholders that will need to be consulted as part of this work:

- Daycentre users;
- Day centre management and staff;

¹ Welshpool is core funded for 15 places @ a total cost of £115k (including transport) – the unit cost for these places is £7666 the additional places (31) identified above are spot purchased at a cost of approximately £1021. Efforts are being made to reduce the number of spot purchased places.

² Tanat Valley did up until recently have 12 attendees which would make their unit cost £991

³ Bethshan provide day care / respite for people with dementia only.

- Families and carers of day centre users;
- Town and Community Councils;
- One Voice Wales
- Voluntary sector/advocacy groups;
- Partner agencies:
 - Powys Teaching Health Board,
 - Welsh Government,
 - Welsh Ambulance Service NHS Trust,
 - Care and Social Services Inspectorate Wales.
- Powys County Council Social Care staff (other than working at day centres);
- Powys Community Health Council;
- Other Powys County Council departments/staff;
- County Councillors;
- Domiciliary care provider agencies;
- AMs
 - Montgomeryshire
 - Brecknock and Radnorshire
 - Regional AMs
- MPs
 - Montgomery
 - Brecknock and Radnorshire
- Existing fora
 - Older People's Forum
 - Physical Disability and Sensory Loss Forum
 - Carers Forum
 - Mental Health Board
 - Domiciliary Care Providers Forum
 - Any other forum or Board that stakeholders feel is appropriate.
- Groups representing the protected characteristics under The Equality Act 2010 (Statutory Duties) (Wales)
 - Age Concern Cymru (Age)
 - Menter Maldwyn (Welsh language)
 - Menter Brycheiniog a Maesyfed (Welsh language)
 - Disability Powys (Disabilities)
 - Freedom Powys (Sexual orientation/Marriage and Civil Partnership/Gender Reassignment)
 - Pride Cymru (Sexual orientation/Marriage and Civil Partnership/Gender Reassignment)
 - Men in Sheds in Powys (Sex)
 - Brecknock Women's Aid (Sex)
 - Women's Institutes (Sex)
 - PAVO (Various equality groups come under their umbrella)
 - Powys People First (Learning Disabilities)
 - Brecknock Access Group (Disability)
 - Alzheimers Society (Disability)
 - Hope Community Church, Newtown (Religion)
 - New Life Church, Llandrindod Wells (Religion)
 - The Diocese of Swansea and Brecon, Church in Wales (Religion)
 - Catholic Church of God the Holy Spirit, Newtown (Religion)
 - Powys Islamic Education Centre, Newtown (Religion)
 - Race Council Cymru (Race)

- Dial a Ride (Age, Disability)

(Note: Pregnancy and Maternity issues were not considered key to this consultation project due to the age profile of those who receive daytime services

- Strategic Housing Partnership
- Certain Powys Teaching Health Board staff (e.g. Community Psychiatric Nurses)
- Powys citizens
- Media representatives:
 - County Times and Express
 - Brecon and Radnor Express
 - Mynewtown/Mywelshpool.com
- Citizens' Panel
- Trade Unions
- GP Cluster groups
- District nurses
- Housing Tenants Panel

In addition, the council has also circulated a pro-forma to identify further stakeholders amongst members of the council's Day Time Activities Project Board and the Community Engagement Officers Network..

A matrix setting out how each group will be consulted is attached at Appendix 2

5. Risks Analysis

(Summary to be included here) The risk assessment template is attached at Appendix 3.

6. Documentation

A reference group of the Powys Consultation and Engagement Officers' Network have been asked for input to help plan this consultation plan. In addition, the council is seeking Quality Assurance Accreditation from the Consultation Institute to ensure it is following good practice.

A consultation document will be produced, along with an easy read version. This will be hosted on the council's website at www.powys.gov.uk/haveyoursay. Paper copies will also be sent to all day centres and copies will also be made available in all of the county's libraries and the council's main offices. The documents will also be available on request by telephoning 01597 xxxxxxxxxxxxxxxxx

Similarly, the summary/easy read version will also be available from libraries and the council's main offices and copies will be delivered to day centres in the county.

The documents will be produced in Word and printed in-house at County Hall.

The following numbers will be printed:

Media	Print run	Costs (inhouse)
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Consultation document	200	5p per B/W A4 side or 12p per Colour A4 side
Consultation document summary/easy read version	1,000	5p per B/W A4 side or 12p per Colour A4 side
Audio version of the consultation summary	20	
Large print version of the consultation document.	10	10p per B/W A3 side or 24p per Colour A3 side
Large print version of the consultation document summary/easy read version	50	10p per B/W A3 side or 24p per Colour A3 side
Questionnaire	1,000	5p per B/W A4 side or 12p per Colour A4 side

In addition to print versions of these documents being made available, the following documents will be hosted on the council's website, accessible via www.powys.gov.uk/haveyoursay:

- Consultation document
- Consultation document summary/easy read version
- Questionnaire
- An opening Equality Impact Assessment
- A frequently asked questions list
- Others (TBC)

A shared network drive will host all of the documentation to ensure that all project team members are able to access relevant information.

7. Methodology

The council will use the following methods to consult with its stakeholders:

1. Face to face

- Meetings with representatives of service users from all day centres – in 3 locations
- Meetings with day centre management – in 3 locations
- Engagement session with county councillors – World Café session?
- Meetings with existing fora
- Re-assessment 1-1s with day centre users
- Engagement session with representatives of protected characteristics groups – World Café session?

2. Remote

- Online survey (with attached consultation documents) using the council's usual questionnaire platform, Limesurvey. As well as being given as an open
- Paper version of the survey (alongside consultation documents) available from:

- Libraries
- Council main offices
 - County Hall, Llandrindod Wells
 - Gwalia, Llandrindod Wells
 - Neuadd Maldwyn, Welshpool
 - Neuadd Brycheiniog, Brecon
 - Hendreladus, Ystradgynlais

(As referred to above, paper copies will also be sent to day centres themselves.)

- Use of PCC's Facebook presence to receive social media comment. Comments posted on other people's Facebook pages would not be included in the analysis report. The council will point out this on its Facebook page.
- Copies of the consultation document and survey sent to relevant stakeholders (ie, those not covered by other means.)

(A matrix of how each stakeholder will be engaged is attached at Appendix 2)

In addition, it will work with partner agencies to encourage them to undertake consultation sessions on our behalf. To this end, training sessions for 'facilitators' from partner organisations are being held on August 2nd and 9th. Members of the county's Consultation and Engagement Officers' Network are also being invited to help out with this process.

A Stakeholder Identification Form plus an outline of how we will support partners to contribute the consultation can be found in Appendix 4

3. Questions

The questions to be asked in the survey and at focus groups are detailed in Appendix 7 (not yet finalised)

8. Promotion

The following methods will be used to promote the consultation:

- News releases
- Social media postings (Facebook and Twitter)
- Information on the council's website at www.powys.gov.uk/haveyoursay and on the 'carousel' on the front page of www.powys.gov.uk.
- Direct invitations (email/letters) to identified stakeholders for particular events
- Direct correspondence (email/letters) to identified stakeholders, with consultation document and questionnaire.

The full communications plan is attached as Appendix 5

9. Project plan/timeline

The consultation is due to be launched on August 1st (8th) 2016 and will run for 12 weeks until October xxxxxx, 2016.

This will be followed by one week of data input and two weeks of analysis, taking us up to November xxxxth, 2016. The report will then be considered by Cabinet.

The Project Plan can be found in Appendix 7 (not yet completed)

10. Data inputting

As mentioned above, returned paper questionnaires will need to be input into the Limesurvey system by **October 28th**. These need to be input as they are received during the consultation period and NOT kept until the closing date.

Member of the Business Support Team will need to be identified to data input these surveys.

11. Analysis

Communications Team staff members will analyse the responses from the following sources:

- Limesurvey database (containing the responses returned via the online survey and the data input paper surveys)

- Notes of all meetings and workshops
- Postings on Powys County Council's Facebook page
- Correspondence received via consultation@powys.gov.uk
- Any postal correspondence received on the subject.

12. Reporting

A report will be produced setting out what the council has heard in response to the consultation document. This will be supplied to the - Project Lead. (Senior Manager ASC - Transformation)

The report will include an executive summary. The report will not include any information which will identify respondents unless they are responding on behalf of an organisation or public body.

A paper file copy of all correspondence received will also be made available to the Cabinet as background material for making their final decision. This will be made available to Cabinet Members during their review meeting prior to their decision making Cabinet.

13. Influencing plan

(TBC)

14. . Feedback

A copy of the analysis report will be:

- published on www.powys.gov.uk/haveyoursay
- emailed to those who requested a copy.

Appendices list

Appendix 1 – Analysis report from Listening and Learning (Please see Annex 1 Review and Options Appraisal – Appendix 3

Appendix 2 – Stakeholder Matrix

Appendix 3 – Risk Assessment Template

Appendix 4 -Stakeholder Identification Form

Appendix 5 – Communications Plan - Day time activities communication action log and tactics

Appendix 6 – Consultation Questions (to be completed)

Appendix 7 – Draft Project Plan (To be completed)

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Appendix 2

Primary consultation method matrix v1

The table below sets out the primary form of consultation for each stakeholder. However, it should be stressed that stakeholders will be free to respond using any of the identified channels.

Stakeholders	Face-2-face	Online survey/documents	Paper survey/documents	Facebook	Copies posted or emailed and invited to comment
Day centre users	<ul style="list-style-type: none"> • Three meetings of representatives of day service users. • One to one reassessments 				
Day centre management/staff	Three meetings of representatives of management/staff				
Families and carers of day centre users	Three meetings of representatives of carers/family				
Town and Community Councils					Copies of the document/survey posted.
One Voice Wales		Correspondence sent directing to online survey/documents			
PAVO	Engagement session with advocacy groups/partners *				
Powys Teaching Health Board	Engagement session with advocacy groups/partners *				

Welsh Government					Copies of the document/survey posted.
Welsh Ambulance Service NHS Trust					Copies of the document/survey posted.
Care and Social Services Inspectorate					Copies of the document/survey posted.
Powys County Council Social Care staff (other than working at day centres)	Engagement session with representatives from across the county.				
Powys Community Health Council	Engagement session with advocacy groups/partners *				
Other Powys CC departments		Internal communications to advise of online survey/documents			
County Councillors	Engagement session				
AMs					Copies of the document/survey emailed
MPs					Copies of the document/survey emailed
Older People's Forum	Attendance at forum meeting				
Domiciliary care provider forum	Attendance at forum meeting				
Physical disability and Sensory Loss forum	Attendance at forum meeting				
Carers' Board (Title?)	Attendance at forum meeting				

Mental Health Board Title)	Attendance at forum meeting				
Age Concern Cymru	Engagement session with advocacy groups/partners *				
Menter Maldwyn	Engagement session with advocacy groups/partners *				
Menter Brycheiniog a Maesyfed	Engagement session with advocacy groups/partners *				
Disability Powys	Engagement session with advocacy groups/partners *				
Brecknock Access Group (TITLE?)	Engagement session with advocacy groups/partners *				
Freedom Powys	Engagement session with advocacy groups/partners *				
Pride Cymru	Engagement session with advocacy groups/partners *				
Men in Sheds in Powys	Engagement session with advocacy groups/partners *				
Brecknock Women's Aid	Engagement session with advocacy groups/partners *				
Womens Institutes		Correspondence sent directing to online survey/documents			
Powys People First	Engagement session with advocacy groups/partners *				

Alzheimers Society	Engagement session with advocacy groups/partners *				
Hope Community Church, Newtown	Engagement session with advocacy groups/partners *				
New Life Church, Llandrindod	Engagement session with advocacy groups/partners *				
The Diocese of Swansea and Brecon, Church in Wales	Engagement session with advocacy groups/partners *				
Catholic Church of God the Holy Spirit, Newtown	Engagement session with advocacy groups/partners *				
Powys Islamic Education Centre, Newtown	Engagement session with advocacy groups/partners *				
Race Council Cymru	Engagement session with advocacy groups/partners *				
Dial a Ride	Engagement session with advocacy groups/partners *				
Strategic Housing Partnership (????)		Correspondence sent directing to online survey/documents			
All Powys Teaching Health Board staff		'Internal' Correspondence sent directing to online survey/documents			
Powys Citizens		Promotion of online survey/documents	Paper copies of survey and document in a variety of locations		

Media representatives					Copies of the document/survey emailed
Citizens' Panel					Copies of the document/survey emailed/posted
Trade Unions	tbc				
GP Cluster groups	tbc				
District Nurses	tbc				
Housing tenants panel	tbc				

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Stakeholder and Facilitator identification form – Review of Daytime Activities Consultation 2016

It is anticipated that the formal consultation for the Review for Day Time Activities (including Day Centres) will take place between the 1st august and 31st October 2016.

The Project Board agreed to take a networked approach to implementing the consultation which will mean that individuals within agencies will take responsibility for consulting where appropriate, particularly where they already facilitate or attend groups. The attached Stakeholder Matrix provides an indication of the type of stakeholders the group feels should be consulted but is by no means exhaustive.

We are keen to put together a time table of all existing meetings / session where a consultation session could take place.

The table not only asks you to identify the meetings but also asks you to identify Facilitators who would be willing, with training to implement the consultation on behalf of the Project Group. Clearly there are key meetings that only senior officers / managers from Powys County Council will be able to implement but we are keen to cast the net as widely as possible. The Consultation and Engagement Officers Network (CEON) has also agreed to help and will also be providing Facilitators.

It is proposed that two workshops (1 in the North and 1 in the South) will be held to train identified Facilitators to consult on the Review Options. It is important to emphasise that these are not open consultation sessions but only for identified Facilitators. The aim of the workshops will be to:-

- Provide an overview of the Review and Options
- Focus on good practice in consultation – including addressing some of the challenges and what the role of the Facilitator will be.
- Establish / reinforce the key messages and narrative around the consultation process
- Provide / go through support material for the Review Consultation.
- Ensure feedback mechanisms are understood
- Provide all public use materials in Welsh and English

The Project Team will undertake the following to help support the process:-

- The production of a Standard Power Point presentation to be shared with constituent groups
- Briefing pack on good practice and ways to facilitate depending on the group / stakeholders
- Web based questionnaire & feedback mechanism

– Copies of the Summary document if required in hard copy (although we want to keep this to a minimum)

Name of group	Purpose of Group	Contact for group	Contact details (email and telephone number will do)	Dates of Meetings or Sessions where consultation could take place between 1 st August and 31 st October 2016	Have you agreed for it to be an agenda item?		Please Name the Person from your organisation who could facilitate the consultation at this meeting (with training) <i>If there is no one please put non</i>	Contact Details of Consultation Facilitator	Which of these 2 dates can the nominated person attend the training to enable them to carry out the consultation (please tick)		Any additional useful information or anything else you feel we can help.
					YES	NO					

IF YOU HAVE ANY QUIRIES PLEASE CONTACT JOHN THOMAS ON Telephone 01686 617638 (5638) or 07795 318239 PLEASE RETURN THE COMPLETED SHEET TO john.thomas@powys.gov.uk

Appendix 5

Communications Plan - Day time activities communication action log and tactics

Activity	Description	Audience	Outcome	Lead	Date
Press release	Press release informing the general public of the cabinet decision and what proposals the council would like to consult upon. Pro-active	General public	Cabinet decision is communicated via our website and local newspapers	TBC	TBC
Service users, families and carers	A letter informing services users of the proposed options and timescales, and how they can contribute	SUs/Families/Carers	Keeping those who you the service informed to avoid gossip and escalation.	TBC	TBC
Centre Managers and staff	Staff email/letter informing them of the consultation options and how to contribute	Staff	Support staff in what is going on so in turn they can keep users of the service informed	TBC	TBC
Face to face meetings	Senior management meeting with key stakeholder groups in a series of meetings across the county	Staff/SUs/other organisations	Answer any questions the groups/individuals may have about the proposal. F2F shows honesty and transparency in facing difficult questions the public may have	TBC	TBC
Local members where a day centre is based	Councillors are issued a press release/update in line with media from the Portfolio holder.	Local members	Political support at local level will be high and the more information and transparency the better.	TBC	TBC

Members	As above but a more generic update to all local councillors	All elected members	Political support at local level will be high and the more information and transparency the better.	TBC	TBC
Town and Community Councils	Town and CCs clerks are informed of the proposal to answer any questions from local communities.	TCCs and the public	Towns may look to develop/doing future day time services	TBC	TBC
Social media	Press release update on Facebook and Twitter, including scheduled posts asking for the views and opinions to be added to the consultation.	General public	Generate public interest and awareness of the consultation	TBC	TBC
PTHB communications	All media releases to be shared with PTHB	PTHB staff	The proposals could have a big impact on services delivered by the health board and a rise in appointments, pressure on district nurses.	TBC	TBC
GPs	All media releases to be shared with GPs	Practice Managers disseminate	GP surgeries could see an increase in appointments from not only SUs but carers and families if the new model does not suit their day to day living	TBC	TBC
Community Health Councils	Press release and media updates sent to David Adams and Jayne Thornhill to inform members	CHCs and communities	CHCs are kept informed to talk and listen to health staff and publics who are affected	TBC	TBC

Befriending organisations	Updates on the proposals to local organisation who support older people day time activities		Stimulate interest to encourage organisations to get involved	TBC	TBC
Older Peoples Commissioner & CSSIW	Kept informed of the planned consultation	Regulator	OPC has an engagement team that might look to talk and listen with SUs and families.	TBC	TBC
Dementia Friendly Community Organisations	Press release sent to BDFC and KINDA, Welshpool, to contribute to proposal and stimulate local interest	Local organisations	Local organisations that encourage inclusivity for people living with dementia	TBC	TBC
Powys Carers Service (respite)	Share press release and links to consultation with PCS	PCS and carers	PCS will be an advocacy for many SUs and families, carers and will be key in supporting this change to services.	TBC	TBC

Appendix 6 – Questions (to be completed)

Appendix 7 – Project Plan (to be completed)

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