

NEWSLETTER

Consultation & Community
Involvement SPECIAL

Consulting & Involving ...are your customers happy?

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Herefordshire has a strong tradition of inviting people and organisations to get involved in decision – making, and recognises the benefits good quality consultation offers.

We know people are keen to “ have a say ” on matters which affect them and this was clearly demonstrated earlier this year with the Traffic Asset Management Plan consultation and the New Waste Discussion Forum (see page 4) which attracted high levels of participation.



Residents in Peterchurch discuss the future of Day Opportunities

Consultation...

... the dynamic process of dialogue between individuals or groups, based upon a genuine exchange of views, with the objective of influencing decisions, policies or programmes of action

The recent joining of Herefordshire Partnership ’ s Community Involvement Team with the Primary Care Trust ’ s Involving People / PALS Team will offer even more scope to gauge local opinion in the future.

This Special Newsletter offers a flavour of what we do, who we work with (e.g. the Consultation Institute — a not-for-profit, best practice organisation which has been training Herefordshire Council staff) policies which underpin our work (e.g. the Consultation Protocol - Best Practice guidelines) and how the public influence local NHS services (Involving People and PALS) .

To round it all off is an article showing how effective consultation turned words into actions. When issues being raised through the Parish Plans process were scrutinised, speeding was one of the common and most important themes. Hence the offer of SID - a Speed Indicator Device - which can be borrowed for a month at a time. The full article is on page 6.

If you want to know what Herefordshire residents and organisations think, and would like help from people who know how to do it, read on, or contact us:

01432 261792

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www.herefordshirepartnership.com

STOP PRESS!

Herefordshire Exchange
9.30 am
8th October 2008
Kindle Centre, Hereford
Local Area Agreement
(LAA) Launch

you need to know about ...

Herefordshire Partnership's Consultation Protocol...

...sets out Best Practice guidelines which tie in with current government thinking about :

- * Duty to Involve (Local Government and Public Involvement in Health Bill 2007)
- * Strengthening of requirements for consultation on major service changes in the NHS
- * The drive within the Police to engage more strongly with citizens

Some corporate requirements are already in place at Herefordshire Council

- * standard consultation period of 8 weeks
- * standard 1 week notification period for consultees prior to consultation start
- * requirement to notify the Community Involvement team 4 weeks prior to consultation to allow for quality assurance
- * requirement to report back to consultees within 3 months

The Consultation Institute www.consultationinstitute.org is a national organisation promoting best practice in consultation and involvement activities, and recently ran a local three day training programme for officers.

Herefordshire Council is one of only a few Local Authorities to have organised this training at a corporate level, and as a subscribed Member of the Institute Herefordshire Partnership and its Partners enjoy courses at membership rates. The council also provides in-house training and guidance, done by the Community Involvement Team and Research Team.

The box below shows the checklist of things to think about **before** you consult :

- * **WHY** are you consulting?
- * **WHAT** do you need to find out?
- * **WHAT** other research has been done?
- * **WHEN** are you planning to consult?
- * **WHO** are you consulting?
- * **HOW** are you planning to consult?
- * **HOW** is the data going to be processed and analysed?
- * **HOW** are you going to feedback the results?

Help and support from the Research Team

Based at the council but providing support to the Herefordshire Partnership, the team has expertise on consultation techniques but particularly designing and running surveys. For example, parish plan surveys, statutory residents ' satisfaction surveys and running a citizen 's panel called Herefordshire Voice.

The team uses specialist software tools for questionnaire design, data entry and analysis. For more information e-mail researchteam@herefordshire.gov.uk telephone 01432 261944 or visit the ' Facts and Figures ' section on the partnership website <http://www.herefordshirepartnership.com/FactsAndFigures.aspx>

Involving People Team

Set up in 2002 to ensure that local people actively influence health and social care, the Involving People Team lives up to its name by encouraging people to have their say by:

- * joining working groups or committees
- * taking part in discussion groups about service development, and talking about their experiences
- * helping to produce 'Get Involved', a regular newsletter
- * being members of interview panels to recruit new staff

We are seeing a vibrant culture of involvement throughout the statutory services, which contribute towards better customer care and improved services for everyone.

For more information, or to join our mailing list contact: Helen Lee helen.lee@herefordpct.nhs.uk 01432 262016

Help and Support from PALS

In a Herefordshire village an elderly person worries about how to get to a specialist health referral; elsewhere, a man diagnosed with a life-threatening disease questions whether his diagnosis could have been made earlier. Fairly typical of dilemmas faced by local people in the past year and shared with PALS, the Patient Advice and Liaison Service.

At Hereford Hospital our service is based by the main Reception desk, and this year has handled nearly 400 specific queries. For Primary Care or Community services, the Team is based at Victoria House.

PALS is available to anyone who has a healthcare issue on their mind. Although many problems can be resolved on the spot with the staff concerned, more complex issues may need an independent listening ear.

PALS is responsive, informal and confidential, providing support and help, but ensuring people make their own decisions and therefore retain control.

Sometimes the Service can provide further information or clarify the range of options available. Other cases may involve exploring innovative solutions.

In resolving concerns, good practice principles sometimes emerge, helping future service users and bringing improvements for all.


No problem is too big or too small – if it is troubling the patient, PALS wants to see what can be done to help.

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NHS Trust

rubbish talk shows what else is possible

You may have seen or even contributed to the Discussion Forum:

<http://consult.herefordshire.gov.uk/inovem/consult.ti/wastediscussion>

— a new way of engaging with local people. These kind of forums have been around for a while and they fit into the growing national and international debate about using technology to get more people involved in different ways.

In the UK, Birmingham (www.birmingham.gov.uk/consultation.bcc) and Bristol (www.askbristol.com) lead the way after having been part of a national eDemocracy project.

why electronic ways of engaging?

We do not intend to replace traditional ways of consulting with people, in fact we need to build on existing Best Practice and improve the way we gauge people's views.

We need to think about how we raise interest levels in people who may not or cannot attend public meetings, or for whom a questionnaire may not be the best means to express views. Those in rural communities, disabled or young people might find technology an easier or more attractive way by which to participate.



and the future?

Feedback from the Waste Discussion will be used to refine future web-based consultations, in addition to building on Best Practice by more 'traditional' means of involvement. We will also actively promote the software within Partner organisations, so that we understand better our users' requirements.

If you want to find out more please contact Clair McNally or Martin Heuter in the Community Involvement team 01432 383032 or visit us at www.herefordshirepartnership.com/

Expert Patients Programme - a life changing course

The Expert Patients Programme (EPP) is a free, potentially life-changing NHS course which aims to improve the quality of life for people with chronic health problems.

Available countywide, it builds on the principle that people know best how their condition affects the way they feel.

Participants attend two and a half hour sessions each week for six weeks, which cover topics such as safe exercise, dealing with stress, relaxation techniques, healthy eating, managing symptoms, etc.

The volunteer tutors are previous participants on the course, giving first-hand experience of the difference it can make.

Linda, a local tutor, says attending the course changed her outlook from existing within the confines of her “small safe bubble” to really living her life.

On her first, anxious morning as a participant in 2003, she asked for a seat near the back “in case I needed to make a quick getaway”. Now she confidently presents from the front of the room, takes exercise, eats more healthily, and enjoys quality time with family and friends.

If you would like to know more about the Expert Patients Programme, or know someone who might benefit, please contact

Sue Tobey, E P P Co-ordinator

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Tel: 01432 262062



“...when I look back I realise I had given up hope of ever being able to live a normal life... now thanks to EPP I have a life!”

“...to secure co-ordinated consultation and engagement across... (the SCS, LAA, LDF) we want the local authority and its partners to have the flexibility to draw up a **comprehensive engagement strategy** which captures the planned engagement requirements of the individual partners and, where possible, combined activity”

White Paper Oct 2006

Inviting SID to your parish

Herefordshire parishes that have produced or are producing a parish plan can now have loan of a Speed Indicator Device (or SID for short) for up to a month at a time.



The device measures the speed of individual on-coming vehicles and displays it to the vehicle driver. It also stores all the information for analysis, so that average speeds can be calculated on a particular stretch of road at different times of day and night.

“ When we looked at the list of issues and actions in parish plans, we found speeding to be one of the most common and most important themes, ” said Chris Gooding, Herefordshire Partnership’ s Parish Plan Officer.

“ As a result we decided to invest in a SID for the exclusive use of communities with parish plans. ”

The initiative has been arranged in conjunction with Herefordshire Council ’ s Road Safety Team, who will assess each application and decide whether the use of a SID is appropriate.

“ There is a modest installation cost, ” added Chris, “ but we feel that this is an investment that parishes will find attractive in terms of influencing driver behaviour and making local roads safer for everyone. ”



For more details contact Chris Gooding
cgooding2@herefordshire.gov.uk 01432 383612

COMING SOON !

Launch of the electronic (web) version of the

State of Herefordshire report

This will cover information in the Herefordshire Community Strategy themes and contain a summary of the latest available data, as well as the full data sets.

For more information please contact the Herefordshire Partnership Research Team on 01432 260 893 or researchteam@herefordshire.gov.uk