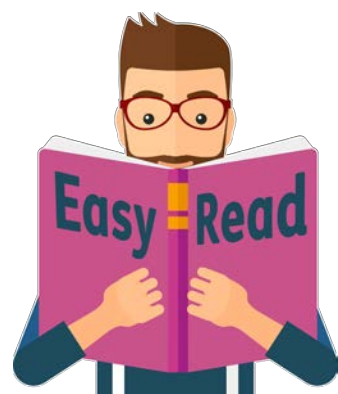


How we ask people what they think



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Introduction



This report is about how Cornwall Council asks people what they think about changes to **policies** about **Adult Social Care**.



A **Policy** is a rule that all staff have to follow.



Adult Social Care is the part of Cornwall Council that supports people to live in their local community.

Consultation



Consultation is when Cornwall Council asks people what they think about something.



The law

The law says that Cornwall Council must have a consultation before they make big changes to policies.



The law says that people should have enough information to be able to say what they think about the plans.



Cornwall Council must think about what people have said before they make the final decision.

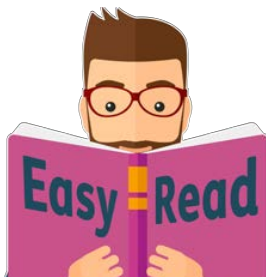


Council standards

Cornwall council has written some standards.

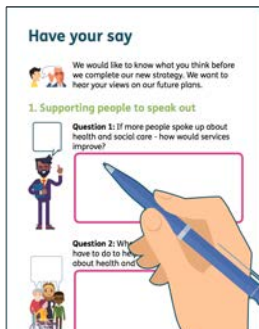


These standards help staff to understand how to consult with people.



The standards include:

- The consultation should be easy to understand and in plain english



- It should be easy for people to answer any questions



- People should be given enough time to read the information and answer the questions

About this report

With this report Healthwatch Cornwall looked at:



- How Cornwall Council asked people what they thought
- What people thought about the way that the council ran the consultations



- What worked well
- What could be better

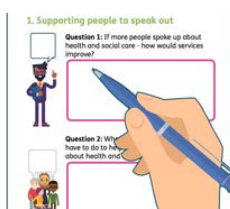


How we did it

Healthwatch Cornwall asked people what they thought by:



- Face to face meetings
- Group discussions
- A **survey**



A **survey** is a questionnaire

We also got people's views:



- Through the Learning Disability Partnership Board



- By telephone and email

We got the views of:



- Service users



- Carers



- People who work for organisations that help people in the community



- Council staff



- NHS Health staff



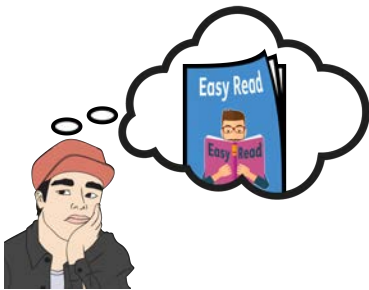
- Cornwall County Councillors

What people said



Telling people about consultations

- Many people didn't know that a consultation was taking place



- Often people just wanted to be told what was happening in a way that is accessible to them



- People liked to hear about consultations by email, letter or **social media**



Social media are the new ways to communicate with people online like Facebook and Twitter



Taking part in consultations

- Almost everyone said they wanted to take part in consultations



- Different people wanted to take part in different ways. Some liked online surveys, some liked written questionnaires, some liked meetings



- Some people did not understand the consultation



- Some people did not have enough time to fill in the questionnaires



- Other people liked the consultations. They said that it gave them a voice



Keeping people informed

- People said that they wanted to know what happened after each consultation
- The council should keep people informed



Trust

- Some people did not trust that the council would listen to them



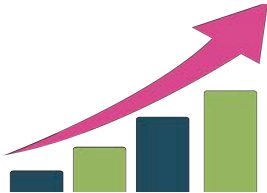
They thought that the council would do what it wanted.



- Some professionals were frustrated that they didn't have enough time to think about how plans to change one thing would affect other services



Staff



- Staff said they would like more training
- Staff want things to get better
- Staff in different jobs want to work together to get things right
- Staff said that **co-production** meant that they were communicating better with service users and carers



Co-production is where the council works closely with families and people who use services to plan and manage social care services.

What should happen



Cornwall Council should work together with service users, carers and community organisations to make consultations better.

They should also:



- Make sure there is enough time for people to take part in the consultations



- Make sure the right people know about consultations



- Make the information accessible to people



- Show how people might be affected by each consultation



The Council should get better at working together with service users, carers and community organisations when they make changes to services.



The council should also:

- Check that consultations are being run in a good way



- Make sure there is enough time for staff to plan the consultation



- Keeping checking what people think about the way they are running consultations



- Make sure staff get the training so they understand how to run good consultations

For more information

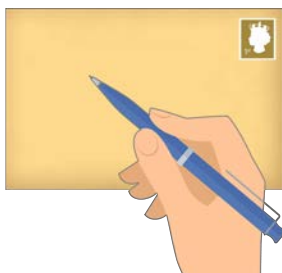
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