

Appendix 1: Public-facing survey

Healthwatch Cornwall has created this survey as part of a review into how CC consults on ASC policies and proposed service changes. The council runs consultations with the public so you can have your say. At Healthwatch Cornwall we are trying to understand your knowledge and experience of these consultations, whether you have ever been involved or not.

The final report will go to the Health and Adult Social Care Overview and Scrutiny Committee in October and will be available on the reports section on our website - <https://www.healthwatchcornwall.co.uk/our-work/our-reports/>.

Your responses to the survey are anonymous and should be submitted by the closing date of 17 August. This survey should only take a few minutes to complete. Thank you very much for taking part.

Please note that by completing this survey:

- Your voice will be heard by those planning and delivering services
- Your views will influence positive change to services in Cornwall.

Your anonymous data may be shared with commissioners and providers of services locally and with Healthwatch England, in order to help improve services. Your information will remain protected.

For information about our privacy policy, please visit: <https://www.healthwatchcornwall.co.uk/privacy-policy/>

1. Have you heard of any Cornwall Council Adult Social Care consultations before? (If you answer “No” please go to Question 7)

Yes

No

2. If you have please tell us where you have heard about these consultations

Cornwall Council website

Newspaper

Local meetings

Social media

Family and friends

Email from Cornwall Council

Letter from Cornwall Council

Advertisement

From a community-based organisation

From a Town /Parish Council

N/A

Other (Please specify)

3. Have you ever responded to an Adult Social Care consultation?

Yes - move to question 5

No - move to question 4

4. If "No" would you please tell us why not? Then move to Q7

5. If yes, what was your experience? Then move to Q6.

- Very poor
- Poor
- Satisfactory
- Good
- Very good
- N/A

6. Please describe your experience(s). If you have not taken part in Adult Social Care consultations, please move on to the next question.

7. Would you contribute to relevant consultations in the future?

- Yes
- No

8. How would you like to hear about any Adult Social Care consultations? (Please select all that apply)

- | | |
|--|---|
| <input type="checkbox"/> Email from Cornwall Council | <input type="checkbox"/> Radio |
| <input type="checkbox"/> Newspaper | <input type="checkbox"/> Advertisement |
| <input type="checkbox"/> Face to face | <input type="checkbox"/> Cornwall Council website |
| <input type="checkbox"/> Local meetings | <input type="checkbox"/> Social media |
| <input type="checkbox"/> Letter from Cornwall Council | <input type="checkbox"/> From a Town/Parish Council |
| <input type="checkbox"/> From a community-based organisation | |

9. How would you prefer to take part in any Adult Social Care consultations?

- | | |
|---|---|
| <input type="checkbox"/> Face to face | <input type="checkbox"/> Written survey |
| <input type="checkbox"/> Discussion group | <input type="checkbox"/> Public meeting |
| <input type="checkbox"/> Service user group | <input type="checkbox"/> Social media |
| <input type="checkbox"/> Other (please specify) | <input type="checkbox"/> Online survey |

The following questions gather personal information which will help us understand if we are reaching different groups of people. They are optional and your responses will not be shared

10. What is your postcode? (Minimum first part, e.g. TR14)

11. What is your age?

- | | |
|----------------------------------|--|
| <input type="checkbox"/> 18 - 24 | <input type="checkbox"/> 65 - 79 |
| <input type="checkbox"/> 25 - 49 | <input type="checkbox"/> 80+ |
| <input type="checkbox"/> 50 - 64 | <input type="checkbox"/> Prefer not to say |

12. What gender do you identify with?

- Male
- Female
- Prefer not to say

- Other (please specify) _____

13. Do you consider yourself to have a disability? (You are considered disabled under the Equality Act 2010 if you have a physical or mental impairment that has a 'substantial' or 'long-term' negative effect on your ability to do normal daily activities)

- Yes
- No
- Prefer not to say

14. Please tick any that apply

- I recognise myself as someone with a learning disability
- I have been diagnosed with a mental health condition
- I have been diagnosed with a long-term health condition such as asthma, diabetes, epilepsy, heart disease, cancer etc.
- I receive care or support to live independently
- I live in a residential or care setting, rather than my own home

- I am a carer

- None of the above apply to me

Appendix 2: Public-facing survey demographics

We asked respondents to provide information about themselves for Healthwatch Cornwall's equality and diversity monitoring and to ensure we were reaching people who may be Adult Social Care service users.

2.1 Location

We received feedback from a very broad range of locations across Cornwall. We received a higher proportion of feedback from PL25, PL26 and TR14, the St Austell area and Camborne. This is in line with the spread of Cornwall's population: St Austell and Camborne are Cornwall's first and third most populated towns respectively.¹

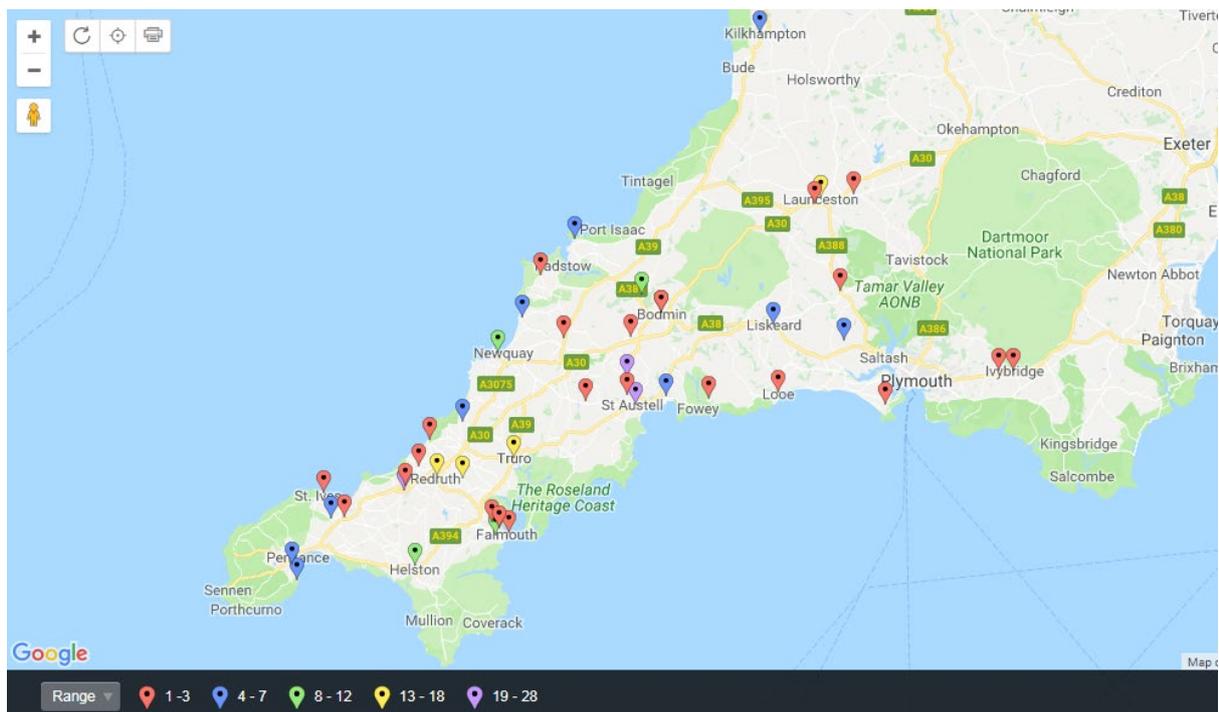
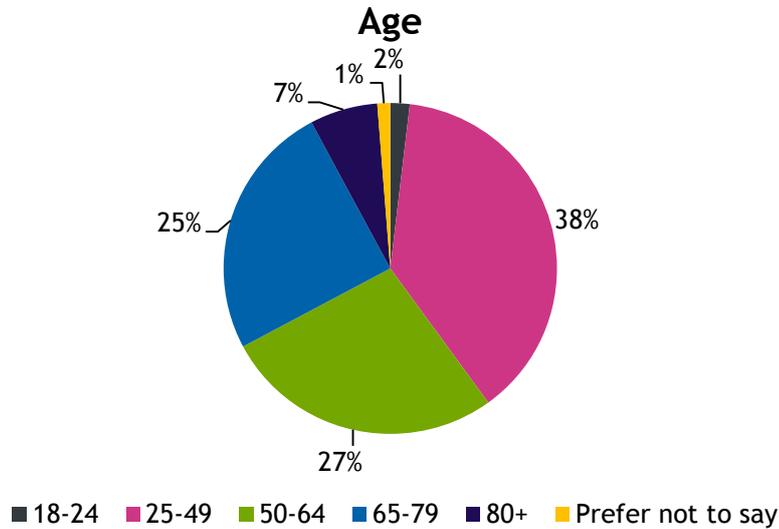


Figure 1. A map of Cornwall showing the locations of respondents. The map was created using BatchGeo. The ranges at the bottom of the figure denote the number of respondents from the postcode. E.g. we received between eight and twelve pieces of feedback from the Helston postcode.

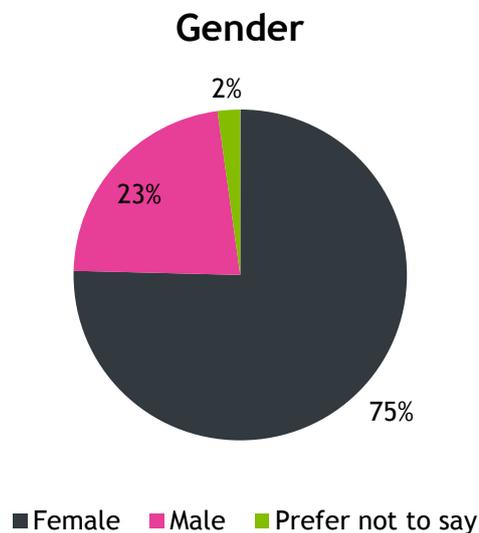
¹ <https://www.cornwall.gov.uk/health-and-social-care/public-health-cornwall/joint-strategic-needs-assessment-jsna/data-maps-and-infographics/#-tab-381389>

2.2 Age



We received the majority of our feedback from people aged 25 - 49 years old. The proportions of feedback we received from all age groups are similar to the population of Cornwall.⁸

2.3 Gender



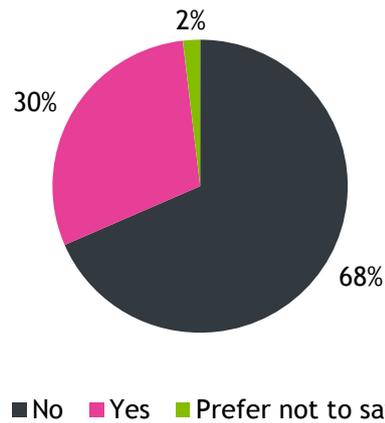
More respondents were female than male - 75% female versus 23% male. Cornwall's population was 51% female and 49% male in 2015. Other reports² conducted by

² <https://www.healthwatchcornwall.co.uk/wp-content/uploads/2018/05/GP-Access-in-Cornwall-2017-Detailed-Analysis-and-Appendices-RO.pdf>

Healthwatch Cornwall have found similar imbalances in respondents' gender. This is a widely-reported³ phenomenon in research⁴.

2.4 Disability

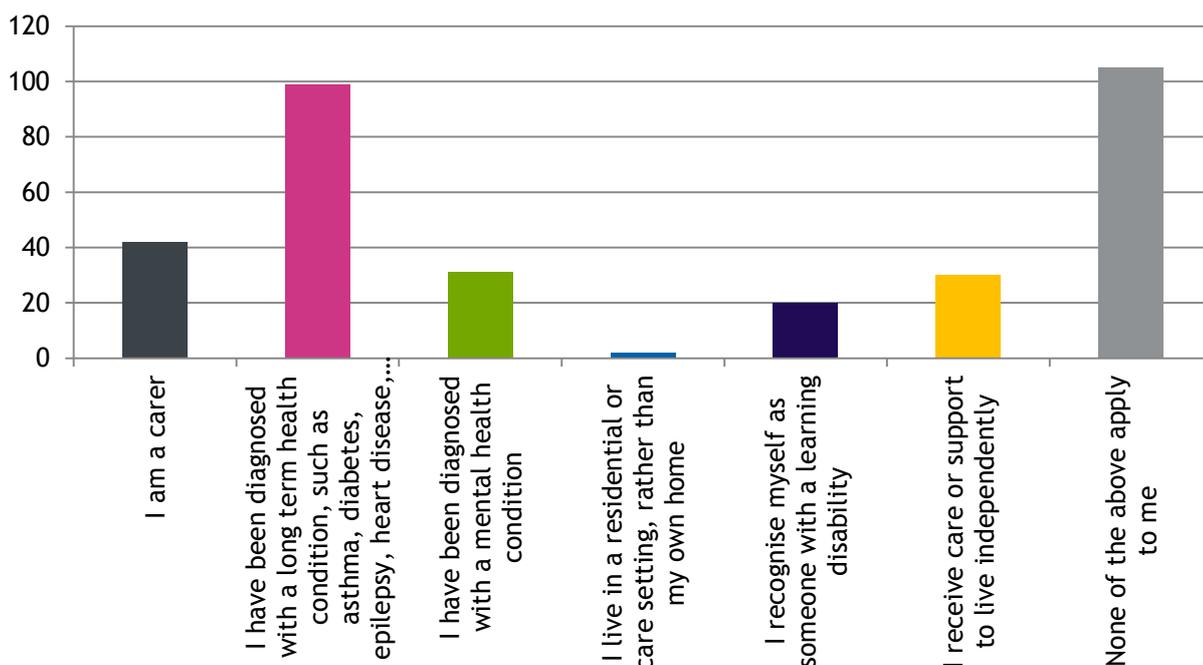
Do you consider yourself to have a disability?



The 2011 census showed 21.06% of Cornwall's population were limited a lot or a little by a disability or long-term condition. Of our respondents, 30% considered themselves to have a disability.

2.5 Personal situation

Which of the following statements apply to you?



³ <https://academic.oup.com/heapro/article/30/3/736/620016>

⁴ <https://files.eric.ed.gov/fulltext/ED501717.pdf>

Appendix 3: Questions to structure interviews with ASC staff

ADULT SOCIAL CARE REVIEW – CORNWALL COUNCIL INTERVIEWS

Following the recent consultation exercise in respect of a number of ASC policies, Healthwatch Cornwall has been asked by Cllr Rob Rotchell as the Adults Portfolio Holder to conduct an independent review. This is intended to:

Establish a detailed understanding of processes surrounding the planning and consultation of Adult Social Care (ASC) policies. This will include the experience of service users and carers together with their preferences for involvement.

The purpose of our time today is to understand how service planning and any resulting public engagement or consultation actually happen in practice. **It is important to note that all views will remain anonymous.**

Interviewer :		Interviewee (s)	
<i>As interviewer be mindful about language and ensure common understanding of terminology</i>		Date :	

1. Could you describe your role in the process of policy change and consultation of ASC policies please?	
2. Are you aware of the Consultation and Engagement Policy and Toolkit	Yes/No
3. Are you aware of the Policy Development “Code of Practice”	Yes/No
4. Are these something you use in practice?	Yes/No
5. What are the triggers for policy changes?	

6. If it's a natural cycle where is it flagged up? How and by whom?
7. What works well?
8. Can you describe any barriers to completing your involvement effectively?
9. What does good policy development look like? Is there anything you feel is missing in the current practice ?
10. Is there anything you feel can be learned from other organizations in your experience ?
FURTHER COMMENTS

Appendix 4: Internal survey to ASC staff

Adult Social Care Review - Opportunity to Comment

Healthwatch Cornwall is seeking to establish a detailed understanding of processes surrounding the planning of, and consultation on, changes to Adult Social Care (ASC) services and policies. We are keen to understand how this happens in practice, what works well and what the challenges are so we really want to hear what you think. Your ideas and views, together with those of service users and carers, will inform our report. This report will be presented to the Adult Health & Social Care Overview and Scrutiny Committee in October. The closing date for responses is 9th July - thank you very much for taking this opportunity to share your views.

Please note that by completing this survey:

- Your voice will be heard by those planning and delivering services

- Your views will influence positive change to services in Cornwall.

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1. Please share your thoughts on how you are currently able to influence changes to adult social care policy and contribute to planning for any associated public engagement or consultation.
2. Please share any ideas you have on how this could be improved.
3. Which service area do you belong to within the Council?

Appendix 5: Cornwall Council consultation standards

Is your consultation on the forward look? Contact the consultation team as soon as you begin planning your consultation, not when it is close to launch.

Is your consultation clear and concise? Use plain English and avoid acronyms. Be clear what questions you are asking. Make them easy to understand and easy to answer.

Is it informative? Give enough information for people to understand the issues and provide an intelligent, considered response. Include the costs and benefits of the options when possible.

Are your proposals at a formative stage? Consultation must be undertaken at the formative stage, and the responses conscientiously taken into account in final decisions. Do not ask questions about issues on which you already have a final view.

Have you allowed enough time for people to consider and respond? Good practice is 12 weeks, or the statutory timeframe where prescribed. If you plan a shorter consultation, you must secure sign off from the Head of Legal and the Head of Communication and Engagement. The courts will take into account the impact of your proposals when judging if you have allowed adequate time.

Do you know who you are targeting? Consider the full range of people, business and voluntary bodies affected, and involve the widest spectrum of the community including under-represented or marginalised groups. Ensure they are aware of the consultation and can access it.

Are you adapting your approach accordingly? Consult people in a way that suits them and meets their needs, considering issues such as levels of understanding, timeframes, accessibility of venues, childcare, and language. When the consultation spans a holiday period, consider how this may affect responses and take appropriate mitigating action.

Have you allowed time to consider responses? Allow appropriate time between closing the consultation and taking final decisions. Where these are taken by Cabinet or Council, your report and your accompanying Comprehensive Impact Assessment must summarise the responses and set out how they have shaped your recommendations, ahead of the EDRMS submission deadline.

Have you planned a timely ‘you said, we did’ response to consultation? You must summarise consultees’ views, and explain clearly how these have informed decisions in a response to consultation published on the same webpage as the original consultation, within 12 weeks of it closing (or a clear explanation of why this is not possible and the alternative timeframe).

Appendix 6: Gunning Principles

Consultation must take place when the proposal is still at a formative stage: Decision-makers cannot consult on a decision that has already been made. If the outcome has been pre-determined, the consultation is not only unfair, but it is also pointless.

This principle does not mean that the decision-maker has to consult on all possible options of achieving a particular objective. A decision-maker can consult on a ‘preferred option’, and even a ‘decision in principle’, so long as its mind is genuinely open - *‘to have an open mind does not mean an empty mind.’*

If a decision-maker has formed a provisional view as to the course to be adopted, or is ‘minded’ to take a particular course subject to the outcome of consultations, those being consulted should be informed of this *‘so as to better focus their responses’*.

Sufficient reasons must be put forward for the proposal to allow for intelligent consideration and response: Consultees should be made aware of the basis on which a proposal for consultation has been considered and will thereafter be considered. Those consulted should be aware of the criteria that will be applied when considering proposals and what factors will be considered ‘decisive’ or ‘of substantial importance’ at the end of the process.

Adequate time must be given for consideration and response: Unless statutory time requirements are prescribed, there is no necessary time frame within which the consultation must take place. The decision-maker may adopt a policy as to the necessary time-frame (e.g. Cabinet Office guidance, or compact with the voluntary sector), and if it wishes to depart from that policy it should have a good reason for doing so. Otherwise, it may be guilty of a breach of a legitimate expectation that the policy will be adhered to.

The product of consultation must be conscientiously taken into account: If the decision-maker does not properly consider the material produced by the consultation, then it can be accused of having made up its mind; or of failing to take into account a relevant consideration.