

MODERNISATION OF SOCIAL CARE NURSERIES (PHASE 3 - THOMPSON PARK NURSERY CENTRE)

Summary of consultation

Introduction:

The consultation period for this phase of the modernisation of the day care and family support service delivered to children in need and their families began in February 2006 and ended in June 2007.

Involvement:

A range of stakeholders were consulted regarding the plans to deliver services for young children and their families identified as in need of additional support, within local, mainstream provision.

Those consulted include:

- Staff directly involved in the modernisation process
- Other Council staff
- Service users
- Referrers & other professionals
- Potential service providers
- Human Resources colleagues
- Trades Union colleagues
- Portfolio Holder, Ward Councillors & Elected Members
- Land & Property Services colleagues
- Transport Management & staff
- The local community

Due to the age of the children, (0-3 years) it was felt that parents/carers and key staff would be best placed to support them in planning the transition process and therefore no formal consultation was carried out with the children.

Consultation methods:

A range of consultation methods were used to ascertain the views of those involved in the modernisation process.

These included:

- Formal consultation meetings
- Information sharing meetings
- Regular updates on progress and plans
- Written information on progress and plans
- Written response to questions and issues
- Press releases and staff newsletters
- One to one meetings to discuss individual needs
- Briefing papers and Cabinet reports

Purpose of the consultation:

The consultation methods used were designed to provide a range of opportunities for all involved to:

- Acquire initial and updated information
- Contribute their views
- Highlight any potential adverse impact on themselves or others
- Highlight any concerns
- Provide feedback on the process

Outcome of the consultation and lessons learned:

The consultation process has been robust in that it involved a range of partners from the onset and provided opportunities for active participation for those involved.

For service users, the process highlighted the need for timely involvement - balancing the need for information sharing at the onset with the potential for raising anxiety levels before plans have been approved. The process also highlighted the need to deliver information in a range of formats and to consider local knowledge of services.

Similarly for staff, the process has highlighted the need to balance the need for information sharing at the earliest stage without raising anxiety levels, perhaps causing staff to seek alternative employment and risking losing key skills and knowledge.

For referrers and other professionals, the process highlighted the need for timely and accurate information, as well as the need to involve as many people as possible in sharing initial plans and updated information.