

Strategy for ensuring Older People's Involvement in the Improvement of Public Services across East Sussex

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Older people want to be involved in making decisions about the questions that affect their lives and the communities in which they live. They also want services to be delivered not as isolated elements but as joined-up provision, which recognises the collective impact of public services on their lives.¹

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¹ Older people – independence and well-being. The challenge for public services. Audit Commission and Better Government for Older People p3

1. Summary

To be completed last when content agreed

2. Signatories

- Age Concern East Sussex
- Care for the Carers
- East Sussex County Council
- East Sussex Disability Association
- MIND Lewes District
- Sussex Downs and Weald Primary Care Trust

And....

3. Introduction

3.1 This strategy is aimed at all people over 50 who live in East Sussex. It is also for older carers and carers of older people.

3.2 It is to be implemented by East Sussex County Council and partner agencies, including Districts and Boroughs, NHS organisations and the voluntary sector.

3.3 Older people should have the opportunity to define themselves and articulate their own needs. Older people should be given opportunities to be active participants in their communities: they have much to contribute and they want to participate in the decisions which affect their lives. Older people have interests and needs across a broad range of public services such as transport, lifelong learning, health and social care, leisure opportunities and community safety and effective links between them.

3.4 There are many benefits from involving older people in improving services. Trust and confidence will be built up in the public in services and service providers. Services will become more accountable and shaped by public views. Local ownership of services will increase and public understanding of decision making processes will be better informed.

3.5 Involvement is an ongoing process; it means a dialogue and a sharing of power, responsibility and information about resources. Consultation is one aspect of involvement, it is not the whole.

3.6 The content of this document was informed by the Involvement Sub Group of the East Sussex Older People's Strategy Group and the All Our Futures Conference, held in September 2004 and was co-written with the Older People's Reference Group. The strategy originated from partnerships within the health and social care sector but has taken on a wider scope as it has developed.

3.7 The signatories wish to seek the views of all older people, older carers and carers of older people and also to ensure that those who are at risk of exclusion through background, circumstance or geography have equal opportunity to be involved.

4. Definition of Involvement

For the purposes of this strategy, we have defined a hierarchy of terms:

- **Information** – informing people. Good quality information is a prerequisite for involving people, but does not constitute involvement in itself.
- **Consultation** – looking to people for information or advice. This allows choice but not an opportunity to take part in implementing plans.
- **Involvement** – this is active, ongoing and informed joint working and it means including people in decision making processes and working together to implement change.

*'We need to recognise that there is inevitably an imbalance of power between professionals and service users. Professionals have training, they command resources, and they represent agencies that have statutory powers and duties. Involving service users aims to tip the balance of power further towards the user. Unless they recognise the influences upon them, professionals and organisations can exercise considerable control.'*²

5. Vision, Aim and Objectives

5.1 Vision: a county where older people are active at all levels of policy- and decision-making, and where quality of life and services are maintained and improved to meet expressed needs.

5.2 Aim: the active involvement of older people in the improvement and design of all relevant policies and services.

5.3 Objectives:

1. To create opportunities for older people to be involved in improving public services.
2. To ensure partnerships exist between older people and statutory and voluntary agencies.

In pursuit of which,

3. To ensure that the implementation of this strategy is adequately resourced.
4. To ensure that this strategy is promoted effectively.
5. To evaluate whether this process makes a difference both to the lives of older people and to the quality of their services.
6. To continue to develop this process.

6. Principles and Values

6.1 To encourage good practice, we need:

- a) clear purpose for involvement

² <http://www.ccnap.org.uk/Guide/part1.htm#publicconsultationanduserinvolvement>

- b) commitment to involving older people and to implementing change
- c) commitment to equal opportunities
- d) recognition that older people best know their own needs
- e) older people to give their views and ideas constructively.

6.2 For the involvement process, we need:

- a) to encourage and value a diversity of views, across the full age range of older people
- b) to make involvement inclusive and accessible and ensure methods are appropriate to those involved
- c) to be transparent about resources and other constraints
- d) to solicit views in time for them to be taken into account
- e) to give prompt feedback
- f) to involve relevant participants in periodic review and evaluation
- g) to be appropriately co-ordinated with other processes

7. Target Group

7.1 This strategy is aimed at all people over 50 who live in East Sussex. It is also for older carers and carers of older people.

7.2 People's needs are likely to change with advancing years. We have chosen 50 as our minimum age. This is in line with Better Government for Older People. Our definition of older people, in terms of this Strategy, therefore covers an age span of at least 40 years. The greater number of users of public services are at the upper end of this range. However the views of those at the lower end of the span are also crucial, as they are potential future service users.

7.3 It is important to recognise that some older people are already actively involved, some will be through the implementation of this strategy and some will never be, possibly because they do not want to be. It is however important to create mechanisms which mean that all those who want to participate have the choice.

Past and present service users are expert through experience. Others of us are potential service users, and contribute to shaping services as experts in our own needs. Sometimes it is appropriate to involve only those who have experience of a service but if you are planning to develop accessible, appropriate, effective services then you need to include the wider public. This would include people who would be eligible for a service but don't receive one, choose not to use services or may come to require services at a future date³.

7.4 This strategy also aims to ensure that the 'hard to reach groups' of older people have the opportunities to participate. This includes older people in:

- black and minority ethnic groups including travellers
- rural communities
- the gay, lesbian, bisexual and transgender communities

³ <http://www.ccnap.org.uk/Guide/part1.htm#publicconsultationanduserinvolvement>

- physically and socially isolating situations (eg housebound)
- residential care or hospital (health and social care settings)

and

- those with limited income
- those with mental health difficulties
- those with physical, learning and/or sensory disabilities.

8. Model and Action Plan

Objective 1. To create opportunities for older people to be involved in improving public services.

Please refer to diagram 1.

8.1 There are a variety of ways in which older people might want to be involved and these include:

- Creating a framework or vision
- Identifying and prioritising needs and allocating resources
- Planning and purchasing services
- Developing assessments, providing services
- Monitoring, reviewing, inspecting and evaluating services
- Staff selection, training and development

8.2 In addition, older people can be involved in improving services at a variety of levels, including

- | | |
|---|---|
| • As individuals | in an assessment process and through feedback |
| • As someone contributing their own views | in a service setting |
| • As part of a group or community of interest | in a forum/locality |
| • As citizens | in a county-wide umbrella mechanism |

8.3 This model also acknowledges that the flow of information is crucial between these different mechanisms and this will be facilitated through newsletters and other means.

Objective 2: To ensure partnerships exist between older people and statutory and voluntary agencies.

Please refer to diagram 2.

*It is only by acknowledging the changes in practice which are implied by encouraging greater user involvement that the rhetoric of participation can become an active reality.*⁴

8.5 ESCC Social Services Department will lead on this Strategy but all partners and departments across the council will take an active role.

8.6 There will be a cross-council working group for this Strategy called 'Healthier Communities' as part of the Comprehensive Performance Assessment process. This group will report into the East Sussex Strategic Partnership. This means that council officers from all departments can come together to ensure that the strategy is taken forward.

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⁴ Ross K '*Speaking in Tongues: Involving Users in Day Care Services*' British journal of Social Work 1995 2 p791-804

Diagram 1: Objective 1. To create opportunities for older people to be involved in improving public services - Model of Involvement.

This diagram shows how individuals and groups are involved at different levels.

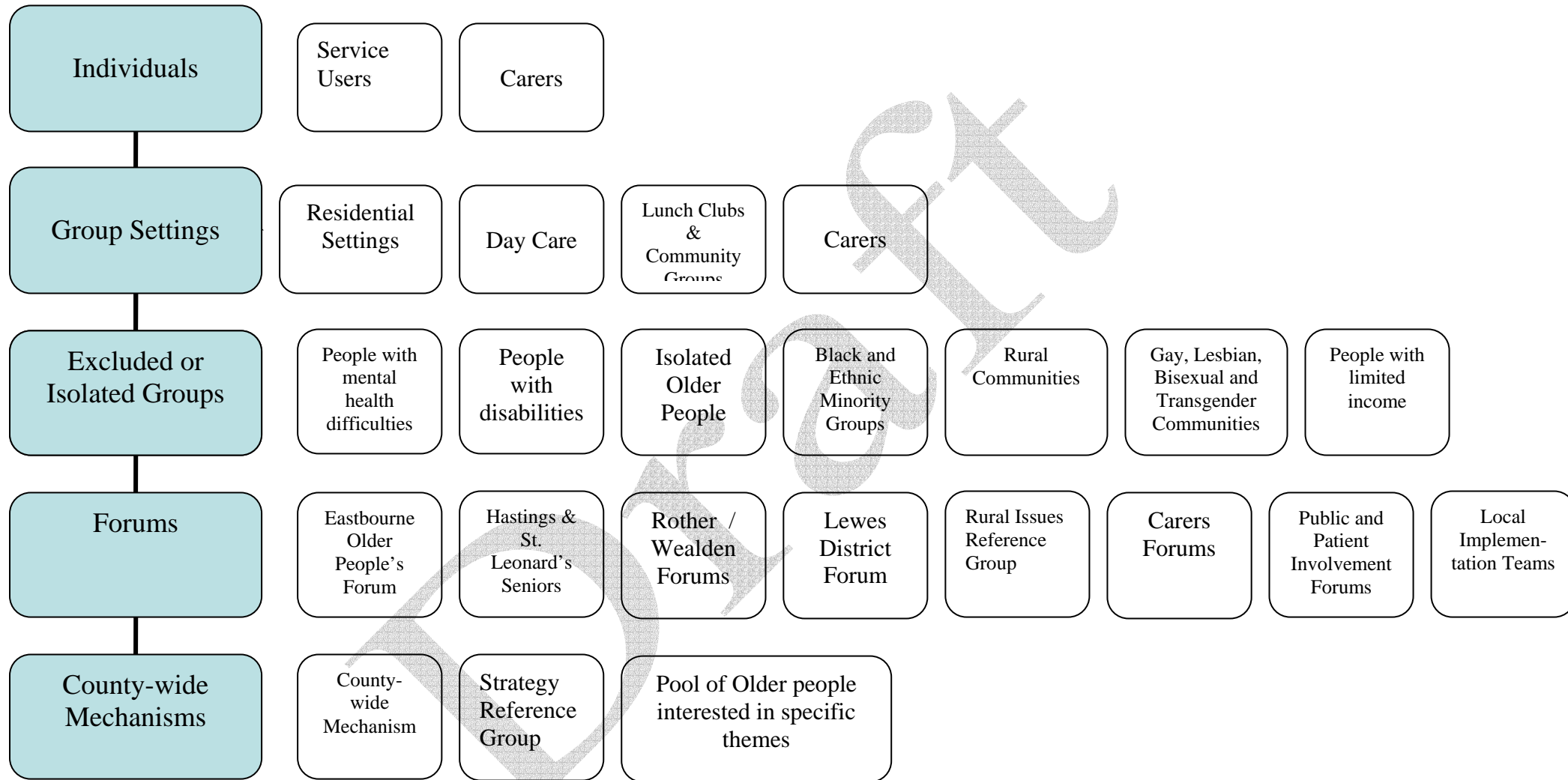
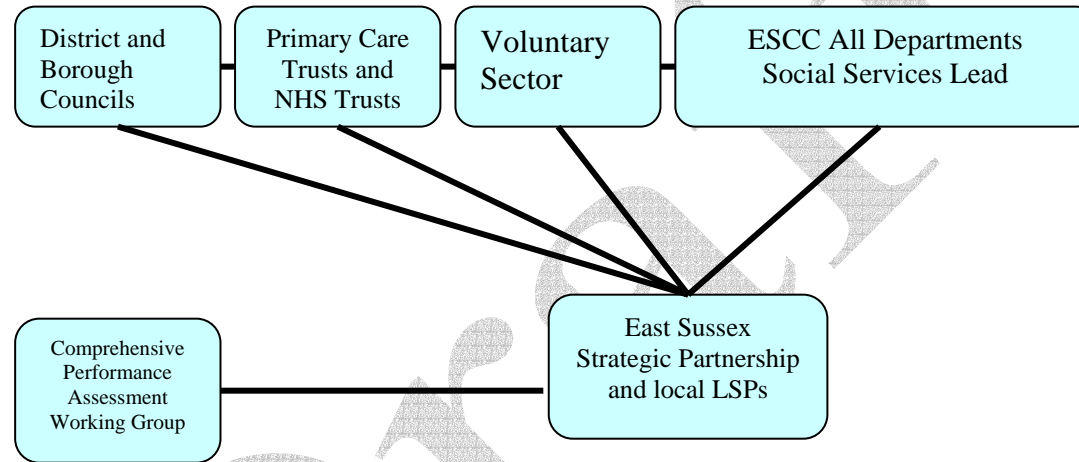


Diagram 2: Objective 2. To ensure partnerships exist between older people and statutory and voluntary agencies.

This diagram shows the partnerships of organisations rather than older people's groups. These bodies would connect with the older people's groups in many ways.



Action Plan

	Objective	Outcomes	Action	Provisional Timescale*	Person / group Responsible
1	To create opportunities for older people to be involved in improving public services.	a. 5 area based forums plus a variety of theme based forums exist across the county which encourage dialogue between older people and service providers	i. to support the existing older people's forums in Eastbourne and Hastings	June 2005	Relevant District and Borough Councils, ESCC, Primary Care Trusts (PCTs)
			ii. to work with the community networks in Rother, Wealden and Lewes District to ensure that robust overarching involvement mechanisms exist	Sept 2005	Relevant District and Borough Councils, ESCC, PCTs
			iii. That Public and Patient Involvement Forums and Local Implementation Teams are recognised as part of this strategy	June 2005	PCTs, Social Services
		b. Excluded groups have different opportunities to participate	i. That alternatives to meetings are researched and advertised	Sept 2005	
			ii. Voluntary organisations are supported to ensure that their target groups are included	Sept 2005	
		c. County-wide involvement mechanisms are established	i. a county-wide mechanism which the local forums feed into is investigated and established	Sept 2005	ESCC
			ii. The Older People's Strategy Reference Group is redefined and membership adjusted accordingly.	June 2005	ESCC & Reference Group
			iii. A pool of older people is established who are invited to work with officers on commissioning services in different areas.	Sept 2005	ESCC, District & Borough Councils, PCTs,
		d. More older people know how to make the most of being involved	i. That older people are given training on how to ensure that their voice is heard.	ongoing	Age Concern
		e. Information on involvement mechanisms is available to all older people including excluded groups	i. Different methods of circulating information are explored, including Our County	Sept 2005	ESCC

	Objective	Outcome	Action	Provisional Timescale*	Person / group Responsible
2	To ensure partnerships exist between older people and different statutory and voluntary agencies.	a. That all District and Borough Councils, Primary Care Trusts, NHS organisations, Councils for Voluntary Service, VOICES members, Public and Patient Involvement Forums and ESCC departments are signatories to this strategy	i. Promote this strategy to partner agencies and engage specifically with District and Borough Councils	Sept 05	Involvement Sub Group
			ii. Engage with other agencies in the longer term such as independent providers and commerce	March 06	Involvement Sub Group
		b. Improvements to services happen because of the direct involvement of older people	i. Clear mechanisms are created to progress action on issues identified by older people.	Sept 2005	Comprehensive Performance Assessment working group
			ii. A cross council working group under the Comprehensive Performance Assessment is established, led by Social Services.	June 2005	ESCC
		c. Heightened awareness amongst staff of how to involve older people	i. That training courses are set up in partnership with Age Concern	Ongoing	Age Concern, signatory agencies
			ii. That staff in signatory agencies are given training on working with older people	ongoing	Age Concern, signatory agencies
		d. A co-ordinated approach is taken by partner agencies on involving older people	i. That a timetable be co-created by partner agencies of planned activities	June 2005	Involvement Subgroup
			ii. The Involvement subgroup is redefined and membership adjusted accordingly	Sept 2005	Involvement Subgroup
		e. Agencies commit to provide information about proposed new services or changes to services.	i.		

* Please note that our Provisional Timescale depends on a dedicated officer being allocated to this work.

	Objective	Outcome	Action	Provisional Timescale*	Person / group Responsible
3	To ensure that the implementation of this strategy is adequately resourced	<p>a. The 5 local forums are adequately resourced</p> <p>b. The overall county mechanism is adequately resourced</p> <p>c. Excluded groups are involved – translation and involvement costs are met</p> <p>d. Partner agencies have sufficient staff resources for this process</p>	i. All signatory agencies to work together to produce a joint business plan	Sept 05 and ongoing	All signatory agencies
4	To ensure that this strategy is promoted effectively.	a. All older people in East Sussex are aware of this Strategy	<p>i. Create a webpage linked to ESCC and partner websites and newsletter; promote through CVSSs, CareLine newsletter, voluntary sector networks, Our County; ESDA's bulletin board</p> <p>ii. Older People's Champions promote strategy</p> <p>iii. Create signposting leaflet containing key contacts, website links, partners; link with Better Care Higher Standards</p>	<p>Ongoing – March 2006</p> <p>Ongoing</p> <p>June 2005</p>	<p>Involvement Sub Group members</p> <p>Older People's Champions</p> <p>Involvement Subgroup</p>
		b. All partner agencies and their staff are aware of this strategy	<p>i. Promote the Involvement Strategy with staff, partners</p> <p>ii. Older People's Champions promote strategy</p>	Ongoing – March 2006	<p>Involvement Sub Group members</p> <p>Older People's Champions</p>
5	To evaluate whether this process makes a difference both to the lives of older people and to the quality of their services.	a. Clarity for partner agencies and older people on how this strategy is making a difference	i. Evaluate through satellite forums and also through consulting with service providers	<p>Ongoing and 6 monthly:</p> <p>Sept 05 March 06 Sept 06 March 07</p>	Involvement Sub Group
6	To continue to develop this process	a. Older people and signatory agencies working together to ensure a process which develops	Countywide involvement mechanism and Involvement Group meet at regular intervals	Ongoing	Involvement Subgroup and Countywide involvement mechanism

9. Evaluation and Monitoring

9.1 This strategy will be evaluated as it unfolds. Evaluation results should be regularly published and acted upon according to an agreed timetable. What we would be measuring is *change*:

- within the older people participating.
- in attitudes and working practices of those working with older people.
- within the nature of the relationships between the participants.
- in effectiveness.

9.2 The majority 85% of active older people often fulfil important roles within the community. Given the incentive and opportunity, they could as lay people assist in the evaluation and improvement of services to the 15% currently in receipt of them. This should result in the views of different users being more effectively integrated.

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Appendices

1. Background and Context

1.1 In 1999 ESCC Social Services agreed an initial policy - 'Involving service users, carers and young carers, in planning and providing services'. This policy and the associated public leaflets for users and carers were developed in close collaboration with the voluntary sector and were launched in March 2000. The Joint Review in 2002 identified that although East Sussex has a strategy '*... this is not always implemented successfully..... The Authority needs to ensure that it makes clearer connections between the views expressed and the policy choices made, and feeds back the outcomes from such consultation more effectively.*' A subsequent Social Services Inspectorate (SSI) inspection of older people services in 2003 recommended that '*Social Services should develop work to promote service user and carer empowerment in whole systems planning*'. In response, the multi agency East Sussex Older People's Strategy Group (OPSG) commissioned the development of a user & carer involvement strategy in July 2003.

1.2 Also in July 2003 the ESCC Social Services and Health Scrutiny Committee commissioned a Scrutiny Review to look at progress being made by Social Services in improving the way in which users and carers were being involved in services. Elected members involved in the Scrutiny Review endorsed the development of a wider 'citizenship' approach to the involvement of older people as proposed by BGOP. The Scrutiny Committee has been pleased with the progress made.

1.3 The following ESCC and ESSP statements are useful background:

a) Two of the Cabinet priorities 04-05

- Continue to improve services to older people
- Promote active citizenship

b) Joint Review

*East Sussex recognises that it needs to build partnerships and develop new services that empower users, and is starting to develop proposals and partnerships to that end. There is a recognition of the need to consult better with users and carers in planning new services, with corporate investment in a Citizens Panel and a new user and carer consultation strategy. This has not been wholly effective in improving consultation but there is a clear commitment to consulting that now needs to be supported by better management of the process.*⁵

c) ESCC Council Plan

⁵ Joint Review p54 Section 4.1

5.6 Engage with service users and carers and support staff to improve the quality of services we provide.

What we will do: Develop and adopt a strategic approach to engagement which reflects national best practice and is tailored to suit the needs of East Sussex and use the outcomes of this engagement to inform commissioning, contracting and purchasing.

d) East Sussex Strategic Partnership
Pride of Place – A Community Strategy for East Sussex

The ESSP vision for improving the quality of life for older people involves empowering them to live their lives in the way they choose. East Sussex should be a place where the skills and expertise of older people are recognised and utilised. The ESSP would like to see an East Sussex where care for older people is organised around individuals rather than services.

Over the next 3 years we will work to:

Empower people and support them to live their lives in the way they choose

Value the skills and expertise of older people and their contribution to local communities

Ensure that care is organised around people rather than services

More background from Partner Agencies needed

1.4 Statutory Responsibilities: Social Services

- The Community Care Act 1990 placed a responsibility on local authorities to offer choice and involvement to older people in care planning through wider voluntary sector involvement.
- The Government Modernisation Programme – it is an imperative that people who use public services drive forward the agenda for service delivery.
- The introduction of direct payments in 1996, and further encouragement by the government in 2001 to use these for older people, has enabled councils to give individual older people, subject to an assessment of needs, a budget to buy their assessed services.
- The Carers (Recognition & Services) Act 1995, subsequent legislation, guidance and the Carers' Grant have emphasised the importance of support to informal carers.
- The Commission for Social Care Inspection (CSCI) as one of its functions, inspecting the quality of social care services. In undertaking this task Social Services are inspected against 6 standards, 3 of which expect involvement of users & carers.
- The next phase of the Comprehensive Performance Assessment (CPA), due in 2007/08, will be widened to look at aspects of the

authorities relationships with the community and will include an indicator about older people and quality of life. Local Authorities wanting to be seen as high performers will need to take a broad, strategic approach to this issue.

1.5 Statutory Responsibilities: Health

- Section 11 of the Health & Social Care Act 2001 places a duty on all NHS organisations to consult and involve the public and patients in the planning and provision of services; developing and considering proposals for changes in the way services are provided and decisions about how services operate. The aim of this is to ensure that patients and the public are involved and consulted not just when major change is proposed but in the ongoing planning of services and to encourage a climate that puts the patient at the heart of the NHS and focuses on patient centred care and improvements to the patient experience.
- The National Health Service (NHS) Plan 2000 encourages the involvement of service users and their carers at all levels in the delivery of care and requires all NHS Trusts to have a consultation strategy in place
- The Commission for Patient and Public Involvement have established a framework for involving patients and the public in the setting of standards and the monitoring and review of these, the establishment of Patient forums, Patient Advice & Liaison Services and the new Independent Complaints Advisory Services.

1.6 Statutory Responsibilities: Voluntary Organisations

- Whilst there are no statutory responsibilities for 'service users' to be involved with the planning and delivery of voluntary services, the ethos of voluntary organisations is for them to be fully involved.
- Age Concern is expected to comply with standards in 'Quality Counts' issued by the Federation of Age Concern. Age Concern has also undergone a PQASSO Audit which contains quality standards.
- East Sussex Disability Association (ESDA) has older people as members of their Management Committee and most of their 3,000 members are older people. ESDA has reached the third level of PQASSO and has services accredited under the Community Legal Service and Matrix.
- Key countywide and specialist organisations are expected to provide vital links between statutory agencies and the people they serve.

1.7 A county-wide Code of Practice for the Compact has now been agreed on consultation and policy appraisal.

2. Overcoming Barriers to Involvement

2.1 It is important to say that there are many positive views and examples of good practice in working with older people. However negative and unhelpful

attitudes which exist towards older people in society in general should not be ignored or underestimated. It is important to recognise the effects that these attitudes have had on older people, which may initially affect their willingness to participate in the consultation process.

2.2 Clear goals Older people who participate need to know that the process won't simply be a talking shop. They need to know what the process is for in clear, jargon-free terms. Older people have their own ideas of what quality means in both services that are provided as well as in a definition of what constitutes quality of life (for them). They need to know ultimately that standards won't simply be provider led.

2.3 Scepticism This is closely allied to the former point. Older people have long experience of having themselves defined by other people (what has been called "being ordered"). They also have past experience of a lot of consultation being purely for information giving only.

2.4 Lack of experience Many older people, especially older women of the present generation, may not have had a great deal of experience of taking part in meetings and public consultations. It is their voices in particular which need to be heard and it is important that they are given every encouragement.

2.5 Physical accessibility Basic issues such as ease of transport and physical frailty or disability are often overlooked and can mean that older people cannot participate fully. It is very important that those organising meetings or forums ask for information on and address the physical needs of those involved.

2.6 Support and sensitivity We all hope that the East Sussex initiative will be a success. However, it must be recognised that the first generation of older people who step forward will still need encouragement and recognition. Society at large will not change overnight. However successfully ESCC and its partners might relate to its older population in the future, the older people involved will still meet negative and inappropriate images of themselves on an almost daily basis in the press and from the commercial sector.

2.7 Fear of Ageing Many pre-retirement professionals in the service sector often express very negative views about retirement and/or the ageing process and often very openly. It is understandable but certainly problematic. Part of the consultation process might perhaps involve working professionals having a chance to ask older people what they feel is positive about their stage in life.

2.8 The "unreported" generation Much of what older people do with their lives is hidden from view. It is rarely reported in the press. But there are many informal community support systems in operation which never find themselves listed anywhere. It might be difficult initially to gain access to all the people who would have something to offer to the consultation process.

2.9 Unconscious attitudes It may be difficult for ESCC and its partner agencies to have a comprehensive overview of the attitudes of all the care-

workers and professionals in their service who have direct contact with older people. However, if the initiative is to be successful and sustainable it may be helpful for some kind of positive promotion process to take place.

2.10 Making assumptions Often professionals are committed people who really want to champion older people's issues on behalf of the people they serve but potentially not realise that older, even frail people can be advocates for themselves if they are given the opportunity.

None of the possible barriers listed above are insurmountable. With good will on both sides and clarity there is no reason why East Sussex should not also achieve what other parts of the country have already proved is possible.

3. Some Definitions of Older People

3.1 Third Agers: Those between the age of 50 and retirement are often referred to as 'third agers', as defined by the UN. This age group expects and is expected to be in employment, earning a living, though many may not be due to age discrimination still widely practised by employers.

3.2 Third Agers may be in full or part-time Class 1 employment or running their own businesses. They may have been made redundant and looking for employment or threatened with early retirement.

3.3 Retired, pensioners: Over 25% of East Sussex residents are over 65. In addition, the proportion of people aged 85 and over is almost double the national average. People over 65 are currently classified as 'retired' or pensioners. This may change in the future with the advent of age discrimination legislation, the likely inadequacy of state and private pension provision, and the prospect of people living longer.

'People think that retirement constitutes a change from an active and independent life to one of passivity and dependency ... it can lead to a life of activity, discovery and usefulness',⁶

3.4 General references to older people appear to mean anyone who draws a state pension but when specifics are mentioned they often only relate to the 15% who are in need of some kind of public service/care.

3.5 People over 60 are simply people over the age of 60 – classifying them as "pensioners" "the retired" "older people" implies that they somehow change from being outward going, intelligent, lively, interactive, responsible, working and participating citizens

⁶ Peter and Barbara Spiers, Camden Council of Social Services.

'Public services still, by and large, focus on the most vulnerable older people at times of crisis (some 15% of the older population) rather than having an approach that enables the wider older population (the other 85%) to remain independent for as long as possible and live their lives to the full'.⁷

3.6 There is a welcome trend to establish a more integrated approach to the provision and development of services to the 15% vulnerable and frail population of older people, especially in health and care provision.

3.7 It is important to remember that, under CSCI regulations, people under 65 cannot access services specifically provided for older people without a variation order. However people of all ages could potentially be involved in improvements to services for those over 65 years old.

4. Existing Mechanisms

4.1 It is important to recognise that work in this area is not new, and valuable pieces of work have already been undertaken which inform where we are now. Each organisation employs a variety of methods to consult & engage with their service users and their carers. These range through:

- Publicly promoted Annual General Meetings
- Localised older people's forums – eg. Hastings Seniors Forum, Eastbourne Older People's Forum, Village Elder Councils, Lewes and Wealden Older People's Task Group
- Open board meetings
- Newsletters to people who use their services,
- Monthly User Groups or Forums,
- Assessment and care planning
- Partnership Boards or Strategy Groups
- Voluntary and Community Sector representation
- Regular user surveys,
- Using 'expert patients'
- Older People's Champions
- Citizen's Panel
- Public and Patient Involvement Forums
- Feedback on customer satisfaction with the services received, often through surveys, satisfaction questionnaires, service-provider forums, contract monitoring or inspections

4.2 In addition there are several places where older people come together on a regular basis. These include:

- support groups
- carers forums

⁷ Quality of Life for Older People, From Welfare to Well-being. A summary of a discussion paper from the Joseph Rowntree Foundation

- Social and Recreational Clubs
- Day Centres

4.2 Statutory agencies usually work with voluntary organisations, which have large databases of individual members and organisations & groups, to contact older people. They are;

- Age Concern, countywide and local branches,
- ESDA
- Care for the Carers
- Action in Rural Sussex
- MIND
- VOICES
- Councils for Voluntary Service
- Alzheimer's Disease Society
- University of the Third Age
- ESCIS

5. Recent Involvement and Consultation

5.1 Age Concern Older Peoples Fora - In autumn 2003 Age Concern held a series of three Older People's Forums across the County. Health & Social Services staff were invited to speak to the forums and participate in discussions with the older people present. One of the topics discussed was how participants want to be involved in the planning of services. Report on the Information and Consultation mornings held in Bexhill, Heathfield and Lewes for Older People, Nov 2003

5.2 Going round the moon to meet the sun. Views from older people on the Joint Investment Plan. Sept 1999, Age Concern East Sussex

5.3 BGOP – Group discussions in Ringmer 1999

5.4 Care for the Carers Forum summer 2003

5.5 'All Our Futures' Conference, September 2004.

5.6 In addition, there can be one-off exercises about specific issues using

- questionnaires
- telephone interviews
- focus groups
- 'events' such as Carers Question Time.

6. Useful sources of information

- Involving Service Users, Carers and Young Carers in Planning and Providing Services; 'Listening to you and responding'
- User Involvement in Community Care Planning. People with physical disabilities and sensory impairments. Produced by East Sussex Disability Association.
- ESCC Social Services – Involving Users and Carers IL19

- Strategy for Involving Mental Health Service Users and Carers in the Design and Delivery of Mental Health Services in East Sussex. ESCC & East Sussex County Healthcare NHS Trust
- Older People – Independence and Well-being. The Challenge for Public Services. Audit Commission & BGOP
- The NHS Improvement Plan
- The Social Inclusion Agenda
- The Carers Strategy
- Commitment to Customer Care
- Better Care Higher Standards
- Pride of Place – A Community Strategy for East Sussex, East Sussex Strategic Partnership
- ‘User involvement in Community Care Planning: People with physical disabilities and sensory impairments’ by East Sussex Disability Association
- ‘Going round the moon to meet the sun: views from older people on the Joint Investment Plan’ by Penny Kocher, September 1999
- ‘All our Tomorrows: a joint discussion document on the future of services for older people’ by the Local Government Association & the Association of Directors of Social Services, October 2003
- ‘Older People – independence and well-being’ by the Audit Commission and Better Government for Older People, February 2004
- ‘Interim Commissioning Strategy for Older People’s Services 2003/04 to 2004/05’ by East Sussex Social Services November 2003
- ‘Scrutiny Review of Older People Services: User and Carer Involvement in Services’
- <http://www.ccnap.org.uk/Guide/part1.htm#publicconsultationanduserinvolvement> – Many thanks to the authors of this site for their insights which have informed the writing of this document.