

## **Consultation/Training Loop**

Brighton & Hove Council Adult Social Care Services are committed to engaging and learning effectively with service users and carers as part of the Council's Core Values. Service users and carers have opportunities to get involved and influence the services that we provide. We are committed to consulting and involving service users and carers when making decisions. This includes keeping people informed, consulting on any plans or changes we want to make, involving service users & carers in making decisions about their own health and wellbeing. We can continually improve our services by finding out:

- (1) How good services really are
- (2) What improvements we should make
- (3) What our priorities should be

Involvement means that we can improve services by better tailoring them to user and carer needs and we are accountable for the decisions we make. This means greater satisfaction with the services we provide and the opportunities to participate.

We use many different levels of consultation within ASC, ranging from individual level at review meetings, to surveys and linking with Corporate and National consultations.

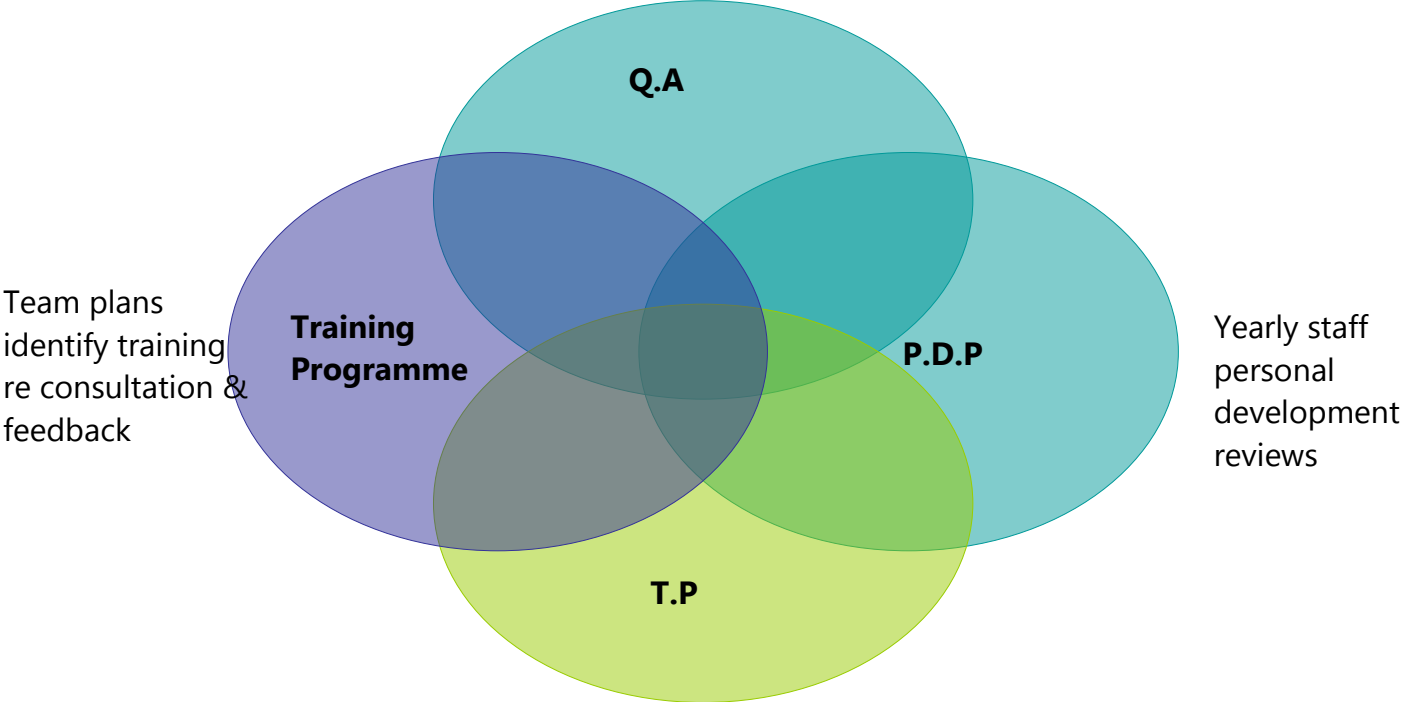
When consulting with stakeholders about the services we provide and plan to develop, good practice would involve working in line with the consultation training loop illustrated below.

It is imperative that we not only consult but feedback to those involved. There are a variety of ways how this can be achieved e.g. through a one off event, 1:1, written summary etc. Actions and goals need to be realistically put into a plan which identifies who is responsible for taking these forward; with clear deadlines. These may then be linked to staff personal development plans and ultimately the team plan. Future training will as a result be informed by this information. This process will also enable participants (when appropriate) of any consultation to be involved in the design and delivery of training.

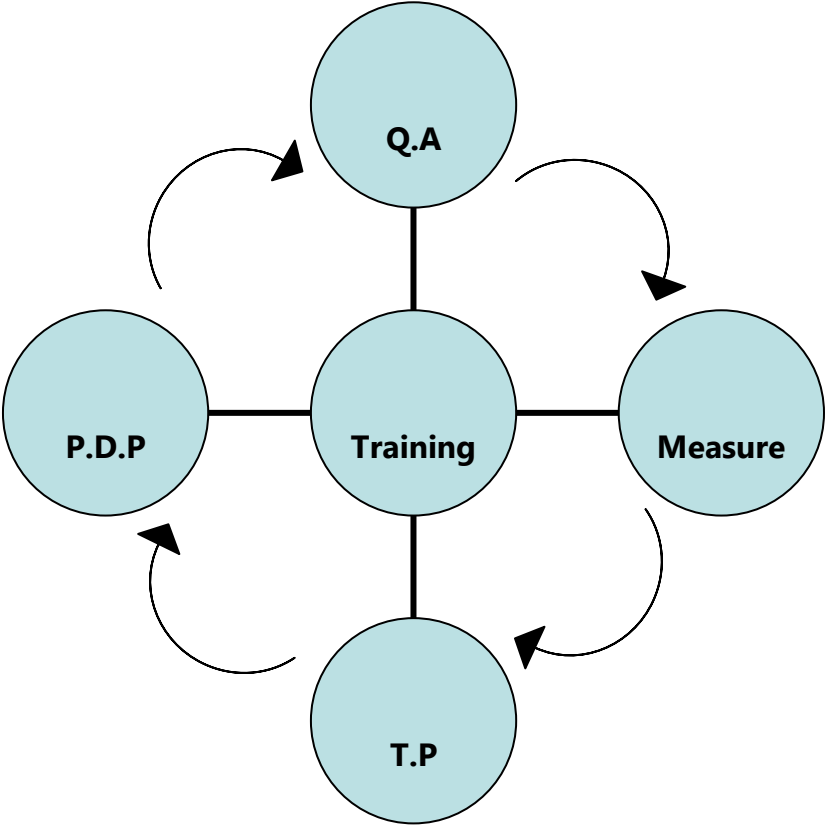
All of our consultations should be guided by the standards set out in the [Community Engagement Framework](#) that can be found on the 2020 Community Partnership website.

The Analysis and Performance Team at the council can offer you guidance on your research and consultation project. Contact them by email on [consultation@brighton-hove.gov.uk](mailto:consultation@brighton-hove.gov.uk) or call (01273)

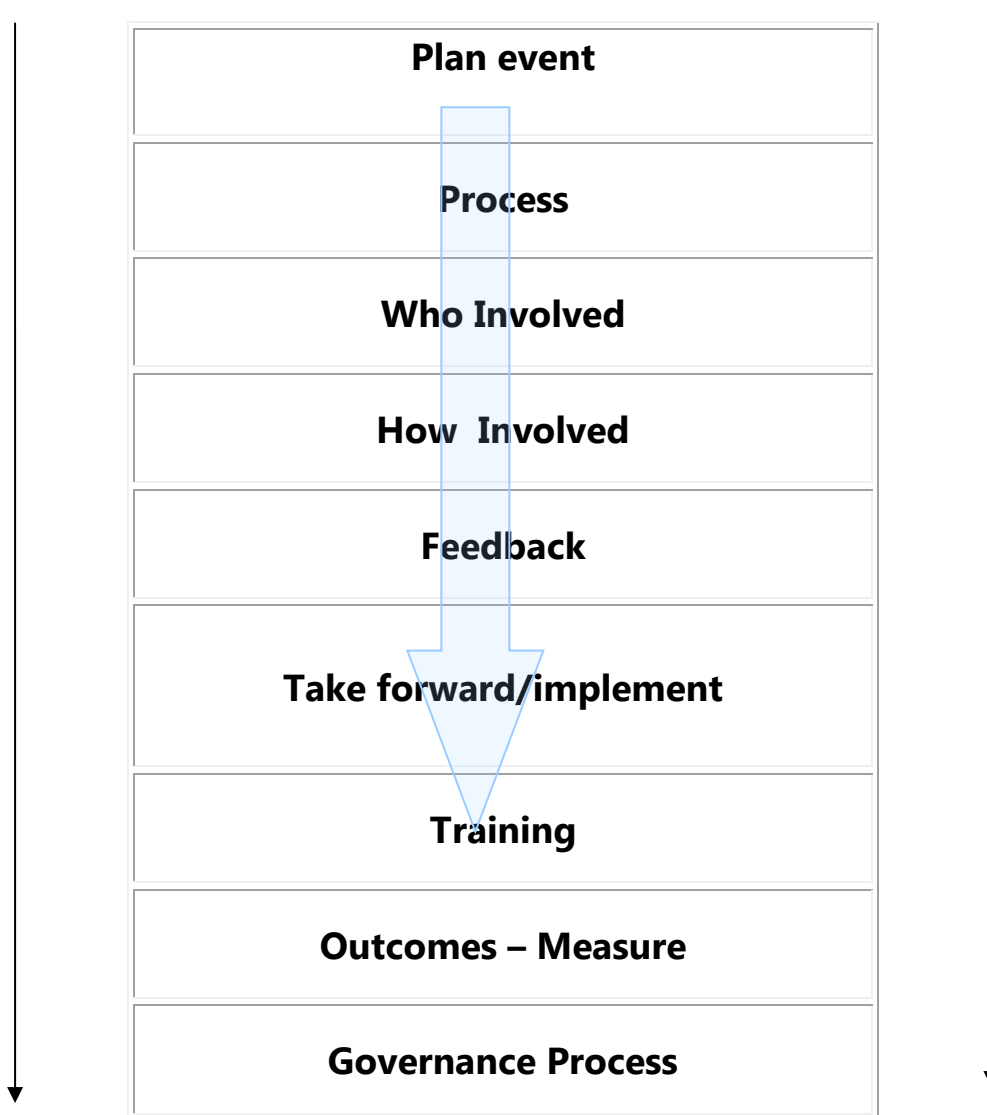
**Service users' questionnaires/consultation events including feedback.**



Q.A feedback into team plans



## Consultation Process



## **Mental Health Consultation Event**

### **Example PROCESS**

