**Flip Chart Feedback – 20/11/2019**

Consultation results so far

* People might like to be well enough to remain in own homes – well enough to go out when they want, social activities to counteract loneliness
* Need confidence in training – meeting the needs of a diverse group / trust in providers
* Choice is important – own age peer groups are important. Multiple services available in one place – likely to see same faces and feel supported / comfortable
* How are needs of very frail (older) people being measured?

SMART objectives

* Not measurable enough
* Sometimes people pop in and leave – not assessed. How do we measure what our services provide for these people?
* Activities / courses are easier to evaluate
* Some people won’t want to be answering a questionnaire – need to separate wellbeing from hobbies
* How do we measure the impact of getting people’s income maximised? Often a long-term impact that we don’t see e.g. Blue Badge
* Simple feedback – smiley/sad face – reception or website for more vulnerable – often families that provide feedback
* Some people do want to give feedback, others don’t
* Contract length of 5 years is long enough to get all information together and monitor over time
* Mobilisation – potentially longer than 6 months
* Dementia measurements will be very different

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Safeguarding

* Emergency service – place of safety
* Local response – even if a phone call from local organisation
* Support for people who have been victims of scams/rogue builders etc
* Lower level support for hoarders – not residential – and follow up after clearance
* Preventative work – advice etc
* Peer support for abuse victims