Appendix 3a NRC Charging Policy Review – Detailed timeline of consultation exercise				
Date	Туре	Event		
08/10/12	Helpline	Line went live.		
08/10/12	Website	Website went live;		
		http://www.southampton.gov.uk/council- partners/consult/current/chargingpolicy.aspx		
09/10/12	Letter - General	General letters merged 9 <sup>th</sup> October and posted in batches from 9 <sup>th</sup> -10 <sup>th</sup> October 2012 enclosing Fact Sheet.		
		AHoS12-676 NRC Fact Sheet FINAL General letter FINALC		
10/10/12 – 11/10/12	Letter – General Representative	General Representative letters merged 10 <sup>th</sup> October and posted in batches from 10 <sup>th</sup> -11 <sup>th</sup> October 2012 enclosing Fact Sheet.		
		AHoS12-684 General Fact Sheet FINAL Rep Letter FINAL08.1		
11/10/12	Letter – Extra Care	Manston Court Extra Care letters hand delivered to facility on 11 <sup>th</sup> October.		
		1) Letter re proposed changes to Charging Policy Extra Care     2) Letter providing details of meeting at Extra Care facility on 15/10/12     3) Fact Sheet     4) Visually Impaired version of Extra Care letter		
		AHoS12-688 Extra AHoS12-698 Extra Fact Sheet FINAL AHoS12-688 Extra Care Letter FINAL081 Care Letter Meeting 1 Care Letter FINAL 08		
15/10/12	Meeting – Extra Care	Manston Court Extra care facility meeting with customers.		
		AHoS12-703 - Fact Sheet FINAL Presentation NRC Pol		
17/10/12	Letter – Extra	Rosel Court Extra care letters posted 17 <sup>th</sup> October.		
	Care	1) Letter re proposed changes to Charging Policy Extra Care 2) Letter providing details of meeting at Extra Care facility on 29/10/12 3) Fact Sheet 4) Visually Impaired version of Extra Care letter		
		AHoS12-688 Extra AHoS12-700 Extra Fact Sheet FINAL AHoS12-688 Extra Care Letter FINAL081 Care Letter Meeting 2 Care Letter FINAL 08		
18/10/12	Letter – Extra Care	Rosebrook Court Extra Care facility letters posted 18 <sup>th</sup> October.  1) Letter re proposed changes to Charging Policy Extra Care 2) Letter providing details of meeting at Extra Care facility on 02/11/12		

3) Fact Sheet 4) Visually Impaired version of Extra Care letter 4) Visual Impaired Visual Impaired Visual Impaired General and Day Care letters FINAL 08  25/10/12 Letter – Visual Impairment General and Day Care letters merged 25 <sup>th</sup> Oct – posted		1	
Care Letter FINAL 08 Care Letter meeting 1  Care Letter FINAL 08  24/10/12			S) Fact Sheet     Yisually Impaired version of Extra Care letter
25/10/12 Letter – Visual Impairment General and Day Care letters merged 25th Oct – posted 25th Oct – p			
Care Letter FINAL 08	-	•	Day care letters merged 24 <sup>th</sup> Oct and posted 24 <sup>th</sup> and 25 <sup>th</sup> enclosing Fact Sheet.
Impairment   General and Day Care letters   AHS12-676 (VI)   AHS12-683 (VI)   NRC General atter FI   Day Care Letter FINAL   Presentation NRC Pol   Fact Sheet FINAL   Fact Sheet FINA			
Day Care letters  AH0512-676 (VI) NRC General letter FI Day Care Letter FINA  Rosel Court Extra Care facility meeting with customers.  AH0512-703 - Presentation NRC Pol  Presentation NRC Pol  AH0512-703 - Fact Sheet FINAL  Presentation NRC Pol  Care  AH0512-703 - Fact Sheet FINAL  Presentation NRC Pol  Letter - LD clients and reps  Letters posted to LD clients and LD client reps enc Fact Sheet  AH0512-779 LD Rep Allowance FINAL 13.1 letter FINAL 13.11.12  DVD  Day care DVD final version received.  21/11/12  Meeting - Advocates  Advocates  Advocates  LD DVD Final version received.  LD DVD Final version received.  22/11/12  Meeting - Advocates  Advocates  Advocates  LD DVD Final version received.  DVD  LD DVD Final version received.  26/11/12  Meeting - Advocates  Advocates  DVD  LD DVD Final version received.  DVD  LD DVD Services  Day Care DVD Shown to Day Care organisations and copies provided.  Services  Week commencing  Week commencing  DVD  Age Concern Day Care meetings at Day Centre to show DVD.	25/10/12		Visual Impairment General and Day care letters merged 25 <sup>th</sup> Oct – posted 25 <sup>th</sup> .
ArtoS12-703 - Fact Sheet FINAL Presentation NRC Pol  13/11/12			
AH0512-703 - Presentation NRC Pol  Clients and reps  Letter – LD clients and LD client reps enc Fact Sheet  AH0512-778 LD Rent AH0512-779 LD Rep Extra Sheet FINAL AH0512-779 LD Rep Extra Sheet FINAL 13.11.12  DVD  Day care DVD final version received.  21/11/12  Meeting - Consultation  AH0512-75 - Presentation contribu  AH0512-75 - Presentation contribu  AH0512-75 - Presentation contribu  Independent Facilitator / Senior Staff Member Choices Advocacy  Advocates  Advocates  Advocates  Advocates  Almostra Services  Day Care DVD shown to Day Care organisations and copies provided.  Services  Week commencing  Day Care DVD  Age Concern Day Care meetings at Day Centre to show DVD.	29/10/12	_	Rosel Court Extra Care facility meeting with customers.
Meeting - Extra   Rosebrook Court Extra Care facility meeting with customers.			AHoS12-703 - Fact Sheet FINAL
AH0S12-703 - Fact Sheet FINAL  13/11/12 Letter – LD clients and reps  Letters posted to LD clients and LD client reps enc Fact Sheet  AH0S12-778 LD Rent Allowance FINAL 13.13 AH0S12-779 LD Rep letter FINAL 13.11.12  DVD Day care DVD final version received.  21/11/12 Meeting - Consultation  AH0S12-757 - Fact Sheet FINAL  Consultation with LD clients re rent allowance.  Consultation Virtual Presentation contribu  21/11/12 Meeting - Advocates  22/11/12 Meeting - Advocates  LD DVD Independent Facilitator / Senior Staff Member Choices Advocacy  AH0S12-757 - Fact Sheet FINAL  Presentation contribu  LD DVD Independent Facilitator / Senior Staff Member Age Concern  Advocates  LD DVD Independent Facilitator / Senior Staff Member Age Concern  Advocates  LD DVD Independent Facilitator / Senior Staff Member Age Concern  Advocates  DVD LD DVD final version received.  Day Care DVD Shown to Day Care organisations and copies provided.  Services  Week commencing Day Care DVD Age Concern Day Care meetings at Day Centre to show DVD.	02/11/12	Meeting – Extra	
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Advocates  22/11/12	21/11/12		AHoS12-757 - Fact Sheet FINAL
22/11/12   Meeting - Advocates   Independent Facilitator / Senior Staff Member Age Concern	21/11/12	· ·	Independent Facilitator / Senior Staff Member Choices Advocacy
26/11/12   DVD   LD DVD final version received.	22/11/12	Meeting -	Independent Facilitator / Senior Staff Member Age Concern
Services  Week commencing Day Care DVD Age Concern Day Care meetings at Day Centre to show DVD.	26/11/12		LD DVD final version received.
Week commencing Day Care DVD Age Concern Day Care meetings at Day Centre to show DVD.	26/11/12		Day Care DVD shown to Day Care organisations and copies provided.
		Day Care DVD	

26/11/12	Meeting – Benefit Changes	Senior Managers Adult Social Care and Housing.
27/11/12	Meeting - Advocates	Independent Facilitator / Senior Staff member Solent Mind
27/11/12	Meeting – Briefing Advocates	Senior Manager Adult Social Care and Choices/Mencap briefing meetings  DVD Day Care and Learning Disability DVD given to Mencap.
27/11/12 – 21/12/12	Meetings - Advocate	During the period 27/11/12 to 21/12/12 Choices Advocacy met with 6 service users regarding the changes, and publicised the proposals to customers wherever possible. The DVD was shared at a meeting with 8 customers by the Self- Advocacy worker.
28/11/12	Meeting	Senior Manager Adult Social Care/Independent Facilitator re consultation issues to date.
30/11/12	Meeting	Independent Facilitator/Cllr /Carer's Together Senior Staff member and Opposition Spokesperson for Adult Social Care re Charging Equality Impact Assessments
Week commencing 03/12/12	Day Care DVD	Age Concern meeting at Padwell Day Centre to show DVD. Advocate posted copies of DVD to families of attendees.
03/12/12	Day Care DVD	SCA organisation showed DVD to 18 people at The Brook Day Care centre.
04/12/12	Meeting - Consultation	People's Panel 1 (facilitated by Independent Facilitator).
		Fact Sheet FINAL AHoS12-616 SCC NRC Comparison AHoS12-757 - Non Residential Care Table Presentation contribu
04/12/12	Meeting - Consultation	Choices Advocacy supported a service user and their carer to attend the People's Panel.
06/12/12	Meeting - Consultation	People's Panel 2 (facilitated by Independent Facilitator).
06/12/12	Meeting - Consultation	Choices Advocacy supported a service user and their carer to attend the People's Panel.
10/12/12	Meeting	Charging proposals were discussed by an officer at the Learning Disability Partnership Board (formerly Valuing People Board).
		Choices Advocacy supported 12 people to attend this board.
11/12/12	Meeting – Day Services	Day Services feedback meeting (facilitated by Independent Facilitator with Senior Adult Social Care Officer in attendance).
11/12/12	Meeting - Consultation	People's Panel 3 (facilitated by Independent Facilitator).
11/12/12	Meeting - Consultation	Choices Advocacy supported a service user and their carer to attend the People's Panel.
17/12/12	Meeting – Extra Care	Extra Care meeting at Rosebrook Court Extra Care facility arranged for this date but did not take place
17/12/12	Meeting - Advocates	Mencap meeting –the LD DVD was shown to 29 carers on 17 <sup>th</sup> December 2012.
18/12/12	Letter – Extra Care	Letters to Rosebrook Court Extra care clients re second meeting on 8 <sup>th</sup> February - all posted to Extra Care facility care of co-ordinator on 18/12/12
		<ul> <li>Informed that this further meeting on 08/02/13 will not be included as is outside consultation period. Facility have agreed this.</li> </ul>

18/12/12	Letter – Extra Care Representatives	Letter to Rosebrook Court Extra Care customer representatives re second meeting on 8 <sup>th</sup> February.
19/12/12	Meeting - Consultation	Final People's Panel (facilitated by Independent Facilitator with Senior Officer Adult Social Care and Cabinet Member for Adult Social Care)
19/12/12	Meeting - Consultation	Choices Advocacy supported a service user and their carer to attend the People's Panel.
20/12/12	Meeting - Advocates	Feedback with Advocates and Cabinet Member for Adult Social Care.
20/12/12	Meeting – rearranged to 10/01/13	Cabinet Member for Adult Social Care/Age Concern Senior staff member re policy changes.
07/01/13	Meeting	Adult Social Care Housing, Welfare Benefits and Advice service, Financial Assessment and Benefits services representatives – meeting re Welfare changes.
08/01/13	Meeting	Senior Officer Adult Social Care and Council Tax Benefit Senior Staff member re Benefit changes.
09/01/13	Meeting - Advocate	Senior Officer Adult Social Care - Mencap Carer's lunch where 38 carers shown LD DVD and discussion on charging policy.
10/01/13	Meeting	Cabinet Member for Adult Social Care and Senior Staff member Carer's Together re policy changes.