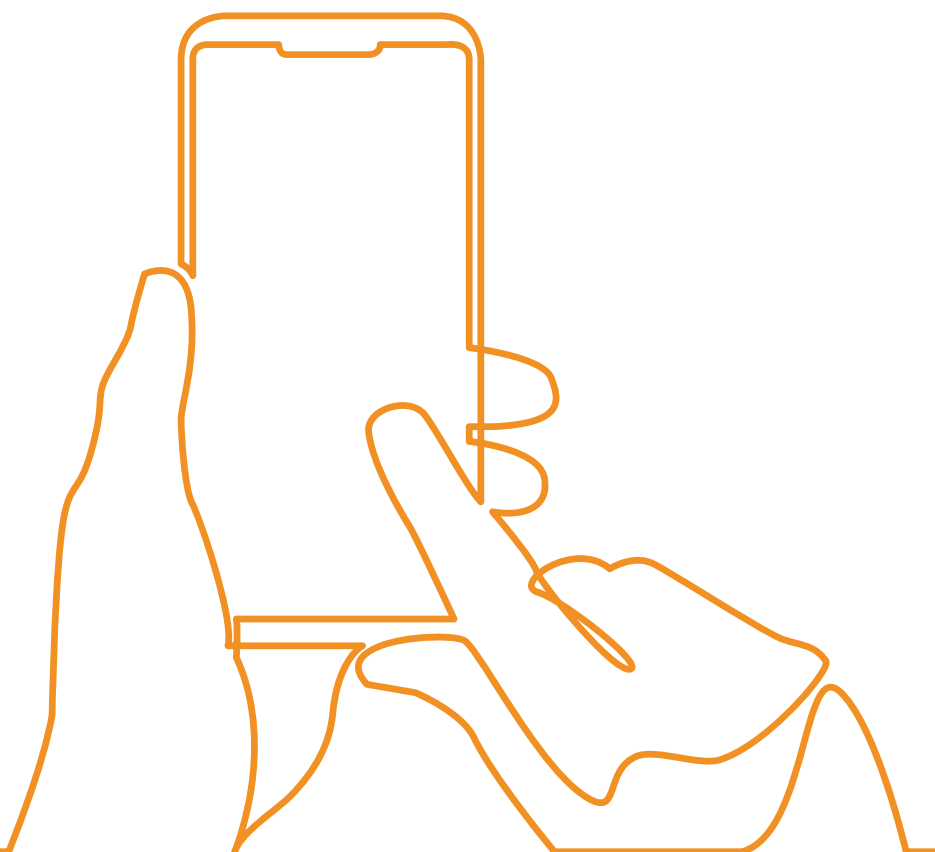


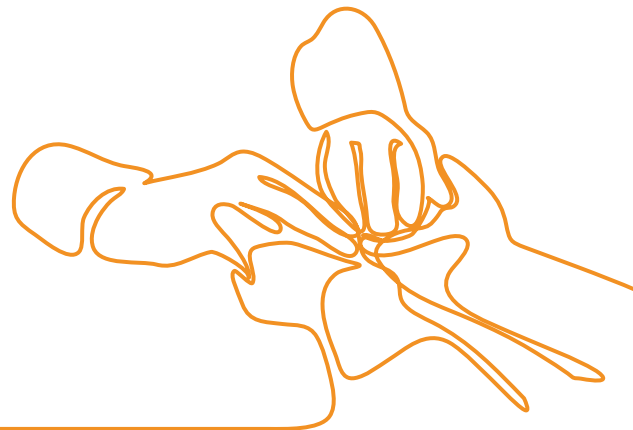
# FACILITATORS' PACK

LGA social care green  
paper consultation

July 2018



# Notes for facilitators: running group discussions



## Introduction

First of all, thank you for promoting a wider discussion on the future of adult social care and support. We are keen to hear from as many different people as possible, whether they are groups of professionals, councillors, and people with experience of using adult social care services or members of the public. Hearing the diversity of views will help the LGA form our own proposals on the future of adult social care.

This document is to help you plan group discussions in your local area to feed into our consultation on adult social care and support. It outlines the objectives of any discussions, the logistics to consider and suggests some ground rules for discussions.

## Objectives and desired outcomes

- To gather information, experiences and opinions about adult social care from a broad cross-section of your community, which may include front line staff, people who use adult social care services and their unpaid carers, community and voluntary groups representing people with care and support needs, and members of the public.
- To hear from members of your community who may not feel comfortable, or able, to respond themselves to the consultation online.
- To raise awareness of and gather comments on the pressures faced by wider public services as a result of the increased demand for adult social care services.
- To capture the range of views and opinions among your local community regarding what good quality care should look like and the fairest way to fund it.

## Tools and resources in this pack

We have drawn up a range of documents that are intended to help run a group discussion and collect views from a range of participants. This includes:

- A draft invitation to attend a discussion on the future of adult social care and support in your area
- A draft programme for the discussion
- A draft overview for discussion participants
- An explainer animation to share with participants
- Some FAQs
- A slide deck with speaking notes to frame the discussion
- Some case studies from across the country to prompt conversation and encourage personal testimonies
- A template for submitting the responses you've collected

## Logistics to consider

- Timings and deadlines
  - The LGA green paper on adult social care and wellbeing covers a number of challenges currently facing the social care sector and so the consultation questions are wide-ranging. If you are intending to collect feedback on all aspects of the green paper, we estimate that a group discussion would take a minimum of two hours.
  - The LGA needs all responses by Tuesday 25th September 2018. We suggest you to host group discussions no later than Friday 14th September 2018 to allow you time to pull together the feedback you receive, and clarify any points of confusion and submit your response to us.
- Recording people's views – data protection and safeguarding
  - Please make sure that you and/or your organisation are satisfied that any arrangements you make to host a discussion and record people's views and opinions are compliant with safeguarding requirements and the Data Protection Act 2018.
- Please make sure that all of the opinions and views you collect are anonymised and non-identifiable. For example, if you want to include direct quotes from participants, please make sure that these are anonymised and cannot be attributed to a particular individual.
- Please record how many people participated in your discussion(s); whether they are service users, providers, carers, other healthcare professionals, or members of the general public; and the age groups and gender of participants unless this information would reveal a person's identity.
- Recording people's views – practical arrangements
  - Some people who may want to contribute to your discussion on the future of adult social care and support may not be able to use 'traditional' tools to record or communicate their opinions. If you are engaging with broad groups of your community you will need to think about the resources required to allow everyone's opinions to be expressed and recorded.
  - Smaller discussion groups using flip charts and post it notes to write down their thoughts may be helpful in encouraging more people to contribute. If you plan to hold small group discussions, you will need to ensure that there are sufficient facilitators and note takers to record the discussion.
  - Will someone take notes during the session? If not, how can you ensure that people's views and comments are captured?
  - Do you need to offer a more accessible way to communicate and record views? For example, would using a green/red/yellow card system to indicate positive, negative and mixed or ambivalent responses, adding in a white card for 'not relevant' and a black card for 'I would like to say something else' be helpful?

**Note:** The LGA will be publishing an ‘easy read’ version of the consultation which is intended to ensure people with learning disabilities are also able to respond to the consultation and voice their experiences and opinions. This will be available from [www.futureofadultsocialcare.co.uk/resources](http://www.futureofadultsocialcare.co.uk/resources). Please contact [socialcareconversation@local.gov.uk](mailto:socialcareconversation@local.gov.uk) to receive a copy when it is available.

- How to encourage discussion
  - Adult social care is a complicated sector and it is unlikely that everyone will have the same opinions. It is important that this consultation is as inclusive as possible and that everyone has the opportunity to feed in their opinions. You will need to consider how best to allow this to happen. (We have proposed some ground rules to help with this in the next section).
  - We have included a number of personal stories in the green paper and these are included in the facilitator pack to prompt conversations if discussion is not forthcoming. You may well have your own examples of people who are supported by local services.
- Other practical considerations
  - Venue: and timing: when where are you hosting this discussion? Is it accessible for people with mobility requirements, or any other specific needs?
  - If people are not able to attend will there be a way for them to feed into the consultation, for example, via a community or council website, twitter, a webinar etc.
  - You may need to consider how to capture the views of people who do not feel comfortable in speaking in large groups by providing a comments boards, post it notes etc.
  - Participants: have you engaged with a range of community groups whose experiences of the social care sector may vary quite significantly? For example, black and minority ethnic people, older people, working age adults, lesbian, gay, bisexual and transgender people etc.
- Suggested ground rules for group discussions (to share with participants)
  - All opinions and views expressed during this discussion will be anonymised and nobody reading the feedback will be able to identify you.
  - It is important that we collect as many as opinions as possible about the future of adult social care, please be honest and share as much information with us as you feel comfortable with. There are no wrong or right answers.
  - To make sure that everyone feels comfortable expressing themselves in this discussion, please do not share the identity of anyone participating in today’s session.
  - Please respect the opinions that people express during the discussion session, we do not expect that everyone will have the same experience in every area of discussion and it is important that everyone feels comfortable enough to speak up.