

## Feedback from Local Account Consultations

| Forum  | Content   | Format   | Hard Copies Access/Additional internet access  |
|--|---|--|--|
| Older Peoples Assembly Steering Group (14.9.11) and Assembly meeting (27.9.11) | <ul style="list-style-type: none"> <li>• An explanation of what the services are</li> <li>• Explanation of who can have services</li> <li>• Information on number of requests for service</li> <li>• Information on homes inspection</li> <li>• How to apply for services</li> <li>• Customer satisfaction figures</li> <li>• Use case studies to make it real and interesting</li> </ul> | <ul style="list-style-type: none"> <li>• Keep it simple – use plain language, no ‘fancy’ abbreviations</li> <li>• No tables or graphs</li> <li>• Use percentages rather than numbers where possible</li> <li>• Bold headings and clear print, black on white no coloured text</li> <li>• A4 book format</li> </ul> | <ul style="list-style-type: none"> <li>• Sheltered Housing</li> <li>• GP’s surgeries</li> <li>• Libraries</li> <li>• Voluntary sector</li> <li>• Residents Associations</li> <li>• Community groups</li> </ul>                                 |
| Disabilities Assembly Steering Group (16.9.11) and Assembly meeting (10.10.11) | <ul style="list-style-type: none"> <li>• Varied content good</li> <li>• Use case studies to prove a point but keep brief</li> </ul>   | <ul style="list-style-type: none"> <li>• Newsletter, leaflet format good</li> <li>• No tables or graphs</li> <li>• Could have some pictures</li> </ul>   | <ul style="list-style-type: none"> <li>• Civic Centre reception</li> <li>• Libraries</li> <li>• DASH</li> <li>• Age UK</li> <li>• Hillingdon Carers</li> <li>• Should also use HAVS, DASH, AGE UK websites to link to Council pages</li> </ul> |
| Carers Café (06.10.11)   | <ul style="list-style-type: none"> <li>• Liked content</li> <li>• Maybe some budget info</li> </ul>   | <ul style="list-style-type: none"> <li>• A4 book</li> <li>• No tables or lots of figures</li> <li>• Easy to read</li> </ul>  | <ul style="list-style-type: none"> <li>• Carers café</li> <li>• HAVS</li> <li>• Hillingdon Carers</li> <li>• Libraries</li> <li>• Relaxation classes</li> </ul>  |
| Learning Disability Partnership Board (26.10.11)                               | <ul style="list-style-type: none"> <li>• No additional comments</li> </ul>  | <ul style="list-style-type: none"> <li>• No additional comments</li> </ul>   | <ul style="list-style-type: none"> <li>• No additional comments</li> </ul>   |