

Frequently Asked Questions

1. **What is a consultation?** Consultation is technically any activity that gives people a voice and an opportunity to influence important decisions. It involves listening to and learning from people before decisions are made or priorities are set.
2. **Why are we consulting?** We are consulting because an important decision needs to be made about the future of the care homes.
3. **What is the aim of the consultation?** It is a listening exercise and the aim of this consultation is to ensure anyone who could be affected by a change to these services can give their views.
4. **When will a decision be made?** No decision will be made until February 2022 at the earliest. Feedback from the consultation will be used by the council's Cabinet to help them make decisions about the future of each home.
5. **Who will make the decision?** The council's Cabinet will make the decision about the future of each care home after reviewing the feedback from the public consultation.
6. **What is meant by SCC Cabinet?** Surrey County Council has a Cabinet comprising of elected county councillors. The Cabinet is formed by the Leader, the Deputy leader and eight Cabinet members. Each member is responsible for an agreed range of services that the council delivers, such as adult social care, libraries, children's services, the environment, highways etc. Decisions about these services can be taken by individual members or collectively by the full Cabinet. The Cabinet leads the preparation of the council's policies, budget and makes recommendations to the county council on the major policy plans, budget and council tax. The Cabinet is held to account by the full council for its performance.
7. **What does it mean for people living in the care homes?** There will be no changes to the level of care and support that is currently provided. Our priority is to support all residents and enable them to take part in the consultation process. No decision about the future of the care homes has been made, and no decision will be made until February 2022 at the earliest. The feedback from the consultation will be used by the council's Cabinet to help them make a decision about the future of each home.
8. **What does it mean for families?** We want families to be able to support their relatives to take part in the consultation and to participate themselves so we can hear their views too. No decision about the future of the care homes has been made, and no decision will be made until February 2022 at the

earliest. The feedback from the consultation will be used by the council's Cabinet to help them make a decision about the future of each home.

9. **What does this mean for staff?** There will be no changes to how staff work currently. Staff are also encouraged to take part in the consultation and give their feedback. Staff will be supported throughout the consultation process.
10. **What is the process?** The consultation will open on 11 October 2021 and close on 5 January 2022. The consultation will be available online via www.surreysays.co.uk under the consultation title 'The Future of the Eight Older People's Residential Care Homes Run by Surrey County Council'. Printed versions will be available in each care home for staff, residents and visitors to complete if they prefer. Paper copies can be sent out on request and easy read and large print versions will be made available for anyone who needs this format.
11. **What is the likely time frame?** Once the consultation closes, all feedback will be collated and we aim to present a report to the council's Cabinet in February 2022. Cabinet will consider the report and make a decision for each of the eight care homes.
12. **Will my comments be listened to?** Yes, it is really important you contribute to the consultation. The decision about the future of the care homes will only be made by the council's Cabinet after all feedback from the consultation has been presented in a report for their consideration.
13. **Where can I find out more?** Information about this consultation can be found on www.surreysays.co.uk under the consultation title 'The Future of the Eight Older People's Residential Care Homes Run by Surrey County Council'. Paper versions can be made available upon request. We will also be arranging meetings for staff, residents and families and for any other interested parties.