

PEOPLE SCRUTINY COMMITTEE REVIEW OF THE CHANGING CARE MARKET: INFORMATION AND SIGNPOSTING – ACTION PLAN		
SCRUTINY RECOMMENDATION	DIRECTOR'S RESPONSE AND ACTION PLAN	TIMESCALE
R1	Adult Social Care (ASC) should undertake additional engagement, ideally in partnership with an independent organisation, to gain a better insight into how well-informed people in East Sussex feel about social care support and funding arrangements. The engagement should include people who are not existing ASC clients and the findings should be used to inform ongoing ASC communications and information provision.	The department welcomes the opportunity to gain further insight into how people access information about ASC support and funding arrangements and will commission an independent organisation to undertake public engagement on this issue.
		Apr – Oct 2019

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<p>R2 The Council's response to the anticipated Adult Social Care Green Paper should highlight the need for a national awareness campaign to improve the public's understanding of social care services and funding. In particular, how modern social care services work and how people can help themselves to stay independent and plan ahead for their future social care needs.</p>	<p>ASC uses every opportunity to highlight the need for a national awareness campaign to improve the public's understanding of social care services and funding.</p> <p>Last year, in response to the Communities and Local Government and Health Committees inquiry into the long-term funding of adult social care, we suggested that Government should create greater public awareness and understanding of the importance of adult social care, how it is paid for and that funding for long-term care is means tested.</p> <p>Our response to the LGA Green Paper consultation also included recommendations that Government must create increased public understanding of social care, the way it is funded and the need to plan for the future and that a public conversation is needed about expectations and the role and responsibilities of individuals, families and communities in relation to supporting and improving people's health and wellbeing.</p> <p>We will use the Adult Social Care Green Paper consultation to reinforce these points.</p>	<p>In accordance with publication of the Green Paper – expected 'early 2019'</p>
<p>R3 ASC should publish information on standard local authority rates paid for care in East Sussex to help individuals and families make informed choices about care.</p>	<p>ASC will upload published rates information on the ESCC webpages.</p>	<p>May 2019</p>

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R4	ASC should review the information on sources of financial advice provided online and in factsheets and consider whether signposting to accredited independent financial advisors could be improved.	A forthcoming customer insight report into financial information and advice should highlight where online content and paper publications can be strengthened. Two other factors should also aid signposting in this area; firstly, the recent creation by NHS Choices of an online social care section, which contains links to national sources of independent financial advice; and secondly, a new information architecture for the website which encourages greater usage of our online directories East Sussex 1Space and ESCIS, which both contain multiple listings of locally-based independent financial advisors who are accredited through the Society of Later Life Advisors (SOLLA).		Sept 2019
R5	ASC should ensure that the new digital content, particularly the availability of enhanced online self-assessment tools, is promoted to key groups who can support wider communication, for example voluntary and community sector organisations and county councillors.	ASC engaged early on with many groups within the voluntary and community sector about plans for the web project. As such, we are committed to 'closing the communication loop' as the project progresses. We will do this as important milestones are met as opposed to waiting until the conclusion of the project. In addition, one of the project's actions is to engage VCS organisations and contracted partners in a 'best practice' information sharing session, at which new content and self-assessment tools will be promoted.		Dec 2019

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R6	Within the digital project particular attention should be given to the interface between the ESCC and NHS websites to ensure this is clear and seamless for users and minimises the risk of confusion.	When we design new ASC sections of the ESCC website we will pay particular attention to sections where we either link to, synchronize with or copy information from the NHS choices website to ensure that the information is clear and relevant to East Sussex residents. We will put in place a schedule of user testing of the new pages.	Ongoing	
R7	ASC should check that leaflets are circulated to all community run libraries, as well as ESCC libraries.	Community libraries have been added to the distribution list for leaflets. The whole distribution list will be reviewed prior to the next annual delivery of leaflets. This is scheduled to take place at the end of May once the user testing of the new draft leaflet is complete.	June 2019	
R8	ASC should engage with GP Practice Locality Groups and Patient Participation Group networks to promote the new digital offer, particularly self-assessment tools, and to refresh knowledge of Health and Social Care Connect. GPs should be encouraged to share this information with their practice staff.	There is a firm commitment from the ASC web transformation project manager to engage with both GP Practice Locality Groups and Patient Participation Groups. Engaging with GPs and patients is recognised as critical in order to effect the kind of channel shift towards self-assessment tools that the project seeks to foreground.	Sept 2019	
R9	Opportunities to align ESCIS and 1Space within available resources should be fully explored, for example co-locating links to the databases on the ESCC website. Opportunities to improve the way the directories are updated should also be explored.	A working group has been established between ES1Space and ESCIS managers to explore alignment of the directories. A scoping exercise is underway to establish user requirements for the directories which will inform how best to develop the databases.	Sept 2019	
R10	All councillors should encourage local groups and organisations to ensure their entries on ESCIS are kept up to date. Councillors should also make use of the online reporting facility to flag out of date information relating to local organisations within their division.	The department welcomes councillors using their local knowledge and networks to contribute to updating ESCIS. To support this, the updated ASC guide for councillors (see R12) will include links to ESCIS and details of how updates can be submitted by local groups or by councillors themselves.	Ongoing	

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R11	The People Scrutiny Committee should further examine the role of social prescribing and how it is developing in East Sussex within the planned scrutiny review of community resilience and loneliness.	The People Scrutiny Committee has accepted this recommendation and the department notes that the committee intends to further examine the role of social prescribing within the planned scrutiny review. ASC will provide appropriate information to support the committee's review.	Oct 2019- Mar 2020 (planned timescale for scrutiny review)	
R12	The ASC departmental guide for councillors should be updated to include links to useful information sources and to reflect the new digital offer. A briefing session for councillors should also be arranged to accompany the updated guide.	ASC will work with Member Services to update and enhance the departmental guide for councillors, with particular reference to the new digital offer, and to organise a briefing session to support this.	Aug 2019	