

REPORT OF THE PEOPLE SCRUTINY COMMITTEE

The People Scrutiny Committee met on 7 March 2019.

Present: Councillors Charles Clark, Angharad Davies (Chair), Michael Ensor, Roy Galley, Tom Liddiard, Laurie Loe, John Ungar (Vice Chair), Trevor Webb, Francis Whetstone, Simon Parr (Catholic Diocese Representative) Mandy Watson (Diocese of Chichester), Nicola Boulter (Parent Governor Representative)

Also Present: Councillor Bob Stanley (Lead Member for Education and Inclusion, Special Educational Needs and Disability), Councillor Sylvia Tidy (Lead Member for Children and Families)

1. Scrutiny Review of the Changing Care Market: Information and Signposting

1.1 The People Scrutiny Committee has completed its Scrutiny Review of the Changing Care Market: Information and Signposting. A copy of the Committee's full report is attached at Appendix 1.

1.2. In June 2018 the People Scrutiny Committee established a Scoping Board to look into the range of challenges facing the local care market. Some of these were highlighted in the 2018 Care Quality Commission Local Area Review of East Sussex; others are well known locally and nationally and are linked to increased demand for services and resources which are declining in relative terms.

1.3 The Scoping Board identified four key areas for further scrutiny:

- Public understanding and expectations of social care.
- Social care workforce challenges.
- Developing care markets.
- Increasing community resilience, in particular addressing loneliness.

1.4 This Review addresses the first of these areas - public awareness, understanding and expectations - and is expected to be the first in a series of reviews by the People Scrutiny Committee which will look at the above challenges identified by the Scoping Board.

1.5 The People Scrutiny Committee **recommends** to the County Council that –

1.5.1 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.

1.5.2 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.

1.5.3 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.

1.5.4 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.

1.5.5 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.

1.5.6 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.

1.5.7 ASC should check that leaflets are circulated to all community run libraries, as well as ESCC libraries.

1.5.8 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.

1.5.9 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.

1.5.10 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.

1.5.11 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.

1.5.12 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.

[See also Report of the Cabinet – 23 April 2019]

7 March 2019

ANGHARAD DAVIES
Chair