

HEALTH AND WELLBEING BOARD

17 March 2015

Title: Information and Advice Plan for Adult Social Care and Support	
Report of the Corporate Director of Adult and Community Services	
Open Report Yes	For Decision
Wards Affected: All	Key Decision: Yes
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Sponsor: Anne Bristow, Corporate Director, Adult and Community Services	
<p>Summary:</p> <p>The purpose of this report is to brief the Health and Wellbeing Board the development of a local Information and Advice Plan. The plan sets out proposals for Barking and Dagenham’s strategic approach to meeting the requirements of the Care Act 2014 in relation to providing information and advice locally. The plan covers council provided and commissioned information and advice services, and other national and local sources of information and advice. The proposed vision is: <i>Delivering high quality¹, impartial information and advice supporting health and wellbeing</i></p> <p>The proposed priorities are:</p> <ul style="list-style-type: none"> • there is a comprehensive range information and advice about care and support available locally • Ensure all digital and face to face information and advice is accurate, up to date, easy to understand, and consistent with other sources of information • Offer tailored information and advice about care and support (in a variety of formats) whenever possible to help individuals understand their range of options • Work with key information and advice providers from all sectors to improve the co-ordination of information and advice locally • Develop and promote the Care and Support Hub as the borough’s web based local directory • Transform information and advice provision in line with the council’s ‘digital by design’ approach to ensure quick, efficient and localised signposting <p>In developing this plan we:</p> <ul style="list-style-type: none"> • Analysed which residents are most likely to need information and advice about their care and support • Undertook an initial mapping of local information and advice and evaluated it against the requirements and recommendations of the Care Act • Collected the views of service users, providers, partners and staff • Adopted the <i>Think Local Act Personal</i> principles for delivering information and 	

¹ By quality information and advice we mean it should be: accurate, valid, reliable, timely, relevant and complete.

advice services

An action plan for 2015-16 showing the key activities to deliver these priorities is included as Appendix 4. As a living document the action plan will evolve during the year and a new action plan for 2016-18 will be developed.

Recommendation(s)

The Health and Wellbeing Board is asked to comment on the draft Plan and in particular on the proposed priorities.

Reason(s)

The provision of high quality reliable information and advice to residents will help the council deliver its vision of *'One borough; one community; London's growth opportunity'* and key priority of:

Enabling social responsibility, which aims to *'support residents to take responsibility for themselves, their homes and their community'* and *'protect the most vulnerable, keeping adults and children healthy and safe'*.

The council is committed to delivering more public services online and making online options easier and more accessible for residents to use, recognising the need for reasonable adjustments under the Equality Act 2010. This is based on the belief that to be sustainable in the long term, digital self-service options need to be the first point of call for residents accessing public services. The council's Digital by Design programme will develop means to switch users from face-to-face contact and encourage uptake of online services. This approach will be integral to delivering information and advice in line with the Care Act.

1 Introduction and Background

- 1.1 From April 2015 the Care Act places a statutory duty on councils to provide information and advice to the whole population that is both accessible and proportionate. Providing accurate and timely information and advice is *'fundamental to enabling people, carers and families to take control of, and make well-informed choices about their care and support and how they fund it.... It is also vital in preventing or delaying people's need for care and support.'*
- 1.2 The aim of the Care Act is to enable people to understand how the care and support system works, what services are available locally, and how to access those services including those aimed at preventing need and improving wellbeing. The Act provides for a universal information and advice service, which is available to all people who request it, and not just limited to those people with assessed care and support needs and their carers.
- 1.3 The Care Act requires local authorities to adopt a 'co-production' approach to their information and advice provision, involving individuals, user groups and, appropriate statutory, commercial and voluntary sector service providers.

2 Proposal and Issues

2.1 The Health and Wellbeing Board is asked comment on the draft Plan.

2.2 Work is under way to:

- Develop a service offer/charter
- Develop information and advice around finance in more detail
- Further refine the mapping of current information and advice provision

2.3 The Plan will continue to be updated and refined in the light of the above work and with feedback from the Board.

2.4 As a living document the action plan will evolve during the year and a new action plan for 2016-18 will be developed.

3 Consultation

3.1 Views from the consultation undertaken with the voluntary sector information and advice providers' forum (18 February), the Care providers' forum (19 February) and service users (2 March) have been fed into the draft plan and accompanying action plan.

4 Mandatory Implications

4.1 Joint Strategic Needs Assessment

While there is a duty under the Care Act to signpost to general information and advice, local evidence shows that there is higher demand than the rest of London on local adult social care services and a corresponding need for information and advice (see Appendix 3). The key factors are listed below.

- Barking and Dagenham scores highly against the deprivation index making the borough one of the most deprived in London.
- There is a large number of people under 65 living with long term conditions needing care and support.
- In the next 20 years the number of older people 85+ is likely to grow increasing the need to enable this group to plan for their care and support.
- There is a large number of people under 65 living with long term conditions needing care and support.
- There is a high proportion of young people with learning disabilities whose transition needs must be planned for.
- The ethnic mix of local residents is significantly changing becoming more diverse, some of whom may need information and advice in languages other than English.
- From 2016 the council will need to raise awareness of what the cap on care means for self-funders.

4.2 Health and Wellbeing Strategy

The provision of information and advice as set out in this plan will play a key role in contributing to improving health and well being locally. The Care Act states that if a person is provided with care and support or support as a carer by the local authority, 'the authority must provide them with information and advice about what can be done to prevent, delay, or reduce their needs as part of their care and support plan or support plan.'

The term 'prevent' covers many different types of support, services, facilities or other resources, ranging from wide-scale whole-population support aimed at promoting health, to more targeted, individual interventions aimed at improving someone's skills, health and wellbeing or reducing the impact of caring on a carer's health and wellbeing.

This approach will contribute to the delivery of the joint Health and Wellbeing Strategy outcomes of:

- Increasing the life expectancy of people living in Barking and Dagenham
- Closing the gap between the life expectancy in Barking and Dagenham with the London average
- Improving health and social care outcomes through integrated services

To ensure that quality information and advice is available locally it is suggested that a link to this plan is made in the refreshed Health and Wellbeing strategy.

4.3 Integration

The Care Act promotes integration, co-operation and partnership working. Whilst this is not new, the Act aims to clarify expectations and boundaries and enshrine the principle of joint working in statute. It recognises that this way of working can improve service user/patient experience, eliminate duplication, streamline care pathways, promote prevention and earlier intervention and improve safeguarding.

The Act recognises that the council does not have to provide all the information and advice needed, locally a wide range of people and organisations such as the NHS, voluntary and community organisations as well as private providers are involved in the provision of information and advice locally. Some are paid and others are volunteers who work together to provide a coherent offer.

4.4 Financial Implications

Financial implications completed by: Roger Hampson Group Manager Finance (Adults and Community Services)

The report presents a draft Information and Advice Plan, and the resource implications have yet to be finalised in a number of areas. However an indicative figure for the resources required is around £100k on top of any existing revenue budgets that can be applied.

There are a number of areas as a result of the implementation of the Care Act where additional resources are needed. These are currently being evaluated in order to prepare proposals for the Health and Wellbeing Board to consider on how these are to be funded within the limited resources available. In the first instance, it is the intention to use the New Burdens Grant in 2015/16 of £773k to fund additional information and advice services as the need for these services is likely to be on-going. If this is not possible, a request will be made for a further call on the departmental reserve (on top of the £500k previously agreed for Care Act implementation costs).

4.5 Legal Implications

Legal implications completed by: Dawn Pelle, Adult Care Lawyer, Legal and Democratic Services.

There are no legal implications for the following reason: the authority's duties as set out in the Care Act 2014 and associated guidance are clearly recognised and incorporated into the report and appendices.

4.6 Risk Management

An action plan for 2015-16 showing the key activities to deliver these priorities is included as Appendix 4. As a living document it will evolve during the year and a new action plan for 2016-18 will be developed. It will be monitored through additional questions to the annual adult social care user survey as well as through the regular contract monitoring of services commissioned by the council. The priorities will be monitored by the council's Information and Advice workstream and reported to Care Act Programme Board.

4.7 Patient/Service User Impact

An equality impact assessment is being carried out; no negative impact has been identified as the plan will ensure the provision of a comprehensive range information and advice about care and support, tailored to suit individuals needs. This will have a positive impact on all those with characteristics protected under the Equality Act 2010.

5 Non-mandatory Implications

5.1 Safeguarding

This plan includes activities to help the council implement the Care Act in relation the provision of information and advice about safeguarding issues. Specifically local authorities have a duty to provide information and advice on how to raise concerns about the safety or wellbeing of an adult who has needs for care and support. They must also support public knowledge and awareness of different types of abuse and neglect, how to keep yourself physically, sexually, financially and emotionally safe, and how to support people to keep safe. Council's must also provide information and advice provided covering who to tell when there are concerns about abuse or neglect and what will happen when such concerns are raised, including information on how the local Safeguarding Board works.

Public Background Papers Used in the Preparation of the Report:
None

List of Appendices:

Appendix 1: Draft Information and Advice Plan

Appendix 2: Information and advice must dos

Appendix 3: Demographic facts and social care need

Appendix 4: Draft Information and Advice Action Plan