

## Appendix 3: High Level Information and Advice Action Plan 2015-16

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

Priorities	Key Activities	Resources	Who	By when
1. Ensure there is a comprehensive range of quality information and advice about care and support available locally	1.1 Identify gaps in provision	Within existing resources	Mark Tyson	31.03.15
	1.2 Review existing contracts	Within existing resources	Mark Tyson	30.06.15
	1.3 Identify/commission means of co-producing information and advice to fill identified gaps	Within existing resources	Mark Tyson	30.09.15
2. 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	2.1 Ensure that the council's website includes up to date clearly signposted information on health and wellbeing	Within existing resources	Council Web Team	Ongoing
	2.2 Develop a suite of factsheets which can be printed as required from the Care and Support Hub including on: <ul style="list-style-type: none"> <li>information on the care and support system locally</li> <li>how to access the care and support system locally</li> <li>costs of care and deferred payment scheme</li> <li>access to independent financial advice</li> <li>people with no recourse to public funds</li> <li>how to make a complaint</li> <li>how to raise safeguarding concerns</li> <li>information for self funders</li> <li>information for carers</li> <li>employment support</li> <li>housing options</li> <li>befriending services</li> <li>meeting translation and interpreting needs</li> <li>transition from children's to adults' services</li> <li>Court of Protection</li> <li>Power of Attorney</li> <li>becoming a deputy<sup>1</sup></li> <li>online self assessment</li> </ul>	Temporary resource	Care Act Team	31.03.15
	2.3 Develop a service charter and easy read version	Temporary resource	Care Act Team	31.03.15
	2.4 Ensure that information and advice is available in accessible formats <ul style="list-style-type: none"> <li>Community languages in with our translation and</li> </ul>	Within existing resources		

<sup>1</sup> Deputies manage the personal welfare or the property and affairs of another person who lacks the mental capacity to manage them themselves.

Priorities	Key Activities	Resources	Who	By when
	interpreting provision <ul style="list-style-type: none"> <li>Large print, audio</li> <li>Easy read</li> </ul>		J Davis Jane Norris	31.03.15 30.06.15
3. Offer tailored information and advice about care and support (in a variety of formats) whenever possible to help individuals understand their range of options	3.1 Consider the role of the Intake and Access Team in providing information and advice in relation to the one stop shops, call centre and clusters	To be agreed	Care Act Team with operational managers	31.03.15
	3.2 Develop a range of materials to support the assessment process e.g. letters, personalised information	Within existing resources	Bruce Morris	30.04.15
	3.3 Ensure IT systems (AIS and FACE) are developed to meet Care Act requirements (eligibility, assessment, care planning and review) there is the facility to electronically provide information and advice at every stage of the customer journey	To be agreed	Bruce Morris with IT Sub Group	31.03.15
	3.4 Ensure that staff are informed about all local information and advice services available to residents	Within existing resources	Bruce Morris Glynis Rogers	31.03.15
4. Work with key information and advice providers from all sectors to improve the co-ordination of information and advice locally	4.1 Set up regular sessions with providers to discuss information and advice	Within existing resources	Mark Tyson	First meeting: 19.02.15
	4.2 Encourage providers to use the Care and Support Hub as the most up-to-date source of local information and advice and include a link to the Hub on their websites	Within existing resources	J Davis	Ongoing
	4.3 For all voluntary sector providers commissioned by the council, include a requirement to: <ul style="list-style-type: none"> <li>Provide information and advice which is Care Act compliant in terms of content, accessibility and proportionality</li> <li>Use the Care and Support Hub as the source of the most up to date information</li> <li>Provide performance information to enable the council to monitor the quality of information and advice provided</li> </ul>	Within existing resources	Mark Tyson	From 31.03.15 (in the next commissioning cycle)
	4.4 Investigate developing arrangements with SOLLA <sup>2</sup> registered advisors to provide financial advice locally	Within existing resources	Mark Tyson	30.04.15

<sup>2</sup> Society of Later Life Advisors (SOLLA)

Priorities	Key Activities	Resources	Who	By when
5. Develop and promote the Care and Support Hub as the borough's web based local directory	5.1 Work with Open Objects to identify additional functionality to enable, for example, self assessment and care cost calculations	Within existing resources	Mark Tyson	28.02.15
	5.2 Promote the Care and Support Hub as the source of information to staff and face to face information providers	Within existing resources	Operational managers	Ongoing
	5.3 Develop a professional zone on the Care and Support Hub	Within existing resources	J Davis	31.03.15
	5.4 Develop i-learn induction module on the Care and Support Hub for staff and partners and include it in induction for new staff	To be agreed	Training Manager	30.06.15
	5.5 Undertake an initial content review and improve the search facility of the Care and Support Hub	Within existing resources	Mark Tyson	31.03.15
	5.6 Develop a rolling programme for ongoing content review and updates including identifying content owners	Within existing resources	J Davis and services	31.03.15
	5.7 National and local contacts: create a page that can be accessed from the Care and Support Hub home page including links for information and advice	Within existing resources	J Davis	31.03.15
	5.8 Encourage care and support providers not currently listed on the hub to register their details	Within existing resources	J Davis	Ongoing
	5.9 Include quality mark for each provider listed on the Care and Support Hub	Within existing resources	Monica Needs with J Davis	Ongoing
	5.10 Produce a short step-by-step guide for providers on how to register in order to create a profile on the Care and Support Hub	Within existing resources	J Davis	28.02.15
	5.11 Consider links between the Care and Support Hub and the Community Network Strategy including: <ul style="list-style-type: none"> <li>• Ensure there are clear links signposting to and from CommunityConnect and the Care and Support Hub</li> <li>• Offer training on Care and Support Hub to Community Champions</li> </ul>	Within existing resources	Mark Tyson	31.03.16 28.02.15 31.03.16

Operational Priorities	Key Activities	Resources	Who	By when
6. Liaise with partners to ensure information and advice is kept up to date	6.1 Identify an extra resource to develop and maintain web content including the care and support hub (This might be a shared partner resource.)	To be agreed	Mark Tyson	30.04.15
7. Develop Action Plan for 2015-18	7.1 Review progress on 2015-16 priorities <ul style="list-style-type: none"> <li>• Include questions on information and advice in the annual adult social care user survey</li> <li>• Review information collected as part of regular contract monitoring</li> <li>• Carry out a mystery shopping exercise</li> </ul>	Within existing resources	Karen West Whyllie & Mark Tyson	31.03.16
	7.2 Identify new priorities	Within existing resources	Karen West Whyllie & Mark Tyson	31.03.16
8. Develop a 2015-16 communication plan for residents, partners and staff	8.1 Inform staff and partners of funding reforms to begin in 2016	Within existing resources	Ellen Doran with Care Act Team	30.04.15
9. Prepare for the introduction of new financial arrangements	9.1 Develop a suite of factsheets which can be printed as required from the Care and Support Hub including: <ul style="list-style-type: none"> <li>• Individual personal budgets</li> <li>• Cap on care</li> <li>• Appeals system</li> <li>• Extended means tests</li> <li>• Care Accounts</li> <li>• Top up payments</li> </ul>	Within existing resources	Mark Tyson Bruce Morris	31.12.15
	9.2 Train staff on new financial arrangements	To be agreed	Care Act Programme Board Financial and Workforce sub groups	31.3.16