

# PEOPLE (ADULT & HEALTH) SCRUTINY PANEL

Date 5<sup>th</sup> February 2015

## CARE ACT: INFORMATION AND ADVICE STRATEGY 2015-2018

Report of the Director for Resources

STRATEGIC AIM:	<b>Meeting the Health and Wellbeing Needs of the Community Creating a Brighter Future for All</b>
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### 1. PURPOSE OF THE REPORT

- 1.1 To consult Scrutiny on the draft Information and Advice Strategy 2015-2018

### 2. RECOMMENDATIONS

- 2.1 That Scrutiny comments and endorses the draft Information and Advice Strategy 2015-2018.

### 3. RUTLAND INFORMATION AND ADVICE STRATEGY 2015-2018 (PHASE 1: CARE ACT IMPLEMENTATION)

- 3.1 This report introduces an Information and Advice Strategy for Rutland (attached as Appendix 1); the strategy specifically outlines how the Council will meet its information and advice obligations as cited in the Care Act 2014 and Children and Families Act 2014. This strategy is therefore "Phase 1" of a wider corporate initiative to develop the Council's website and provision of Information and Advice/Guidance.
- 3.2 Information and Advice is an essential component of both the Care Act 2014 and Children and Families Act 2014; legislation states that a Local Authority must establish and maintain a service for providing people in its area with information and advice:
- a) Relating to care and support for adults and support for carers
  - b) Arranging for children and young people for whom it is responsible, and the parents of children for whom it is responsible, to be provided with advice and information about matters relating to the special educational needs of the children or young people concerned
  - c) Arranging for children and young people in its area with a disability, and the parents of children in its area with a disability, to be

provided with advice and information about matters relating to the disabilities of the children or young people concerned

- d) Providing the public with information about services and activities for children and young people.

- 3.4 The strategy acknowledges the need to formalise arrangements for providing good quality information and advice to the whole population of Rutland. Phase 1 will ensure statutory compliance and start to develop a culture which recognises that information and advice is fundamental to enabling people to take control of, and make well-informed choices about, their care and support and how they fund it.
- 3.5 Not only does information and advice help to promote people's wellbeing by increasing their ability to exercise choice and control, it is also a vital component of preventing or delaying people's need for care and support.
- 3.6 The Care Act 2014 states that the development and implementation of a wider plan or strategy on the provision of information and advice on care and support should be led by the local authority, acting as the coordinator and where appropriate the commissioners of information and advice services.

#### **4. IMPLEMENTATION OF THE STRATEGY**

- 4.1 The Information and Advice Strategy provides a framework in which the Council can deliver an information service.
- 4.2 An information and advice web-based portal has been commissioned to deliver an "all services hub", which will provide a single directory of services for the whole population, this will be an invaluable resource for staff and partner organisations to support service users with accessing the information they require. Development costs have been funded through the Better Care Fund and Care Act due to the integrated nature of the system with key partners including health. The Local Authority will host this system.
- 4.3 There is one full time member of staff employed by Rutland County Council to implement the strategy. This is a back office resource to coordinate, promote, content manage and develop the service directory.
- 4.4 The Commissioned Community Agent Service (operational from 1<sup>st</sup> April 2015) and other frontline professionals will receive training from the service directory provider to use and promote the Service Directory.
- 4.5 Training and Awareness-raising of the Strategy with staff and stakeholders will be essential for success. Sessions have already commenced with key staff to make sure they are prepared to implement the requirements in the Care Act 2014, training and awareness-raising is planned with key providers over the coming months

to ensure they are aware of their responsibilities and enable organisations to work together to deliver information and advice in a coordinated way.

## 5. RISK MANAGEMENT

<b>RISK</b>	<b>IMPACT</b>	<b>COMMENTS</b>
<b>Time</b>	<b>Medium</b>	Timescales are tight with implementation date of 1 <sup>st</sup> April 2015; however this is a 3 year strategy which allows sufficient time to embed the required changes.
<b>Viability</b>	<b>Medium</b>	Resource is in place to implement the Strategy.
<b>Finance</b>	<b>Medium</b>	A budget has been identified and approved as part of Care Act implementation costs. All costs to date are within budget.
<b>Profile</b>	<b>High</b>	Developing an integrated information service is acknowledged in the People First report; members of the public will be waiting in anticipation for the service to be live. Re-branding of the Family Information Service is taking place to ensure this is integrated with other services; the will be called the "Rutland Information Service".
<b>Equality and Diversity</b>	<b>Low</b>	The Information and Advice Strategy enhances the whole population's opportunity to access information and advice services whether that be through online services, face to face contact and reach in the community through the "one stop shop" concept. Therefore no adverse impact on any of the protected characteristics is anticipated.

**Background Papers**

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