

ADULT CARE AND WELL BEING OVERVIEW AND SCRUTINY PANEL

23 MAY 2016

COUNCIL WEBSITE FOR ADULT SOCIAL CARE AND HEALTH: YOUR LIFE, YOUR CHOICE

Summary

1. The Adult Care and Well-being Overview and Scrutiny Panel is to be updated on the Council's website for adult social care and health information and services 'Your Life, Your Choice', following its launch in April 2015.
2. Representatives from the Directorate of Adult Services and Health have been invited to the meeting, as well as representatives from groups who use the services.

Background

3. 'Your Life, Your Choice Worcestershire' is the Council's website which provides information about adult social care and health services. The website is intended to give help and advice to people looking for services. This could include help with living at home, help with assessments, help with social care, or finding the right care home. The website also includes information for carers.
4. The website can be viewed at: <https://ylyc.worcestershire.gov.uk/> or by clicking [here](#)
5. The website forms part of the Council's aim to become a Digital by Choice Council, in which the majority of services are delivered online. The provision of information and advice is also a requirement of the Care Act 2014.
6. A demonstration and briefing was provided for all councillors prior to the website launch, which was attended by several panel members.
7. Further information on the website will be provided through a presentation at the meeting.

Equality and Diversity Implications

8. Panel members have highlighted the need to consider the needs of those who are unable to access information electronically, who may be from vulnerable groups.
9. These concerns formed part of a scrutiny task group exercise in 2014, where a task group looked at what was being put in place to ensure that all residents were

digitally included, or, if they could not access or use computers, that there would continue to be alternative ways to access the Council.

Purpose of the meeting

10. Following the discussion, panel members are asked to determine whether any further information or scrutiny work is required at this stage.

11. In doing so, members may look to consider:

- How is user feedback being monitored?
- What have been the main messages?
- What further development is planned?
- Take-up of the website – public and providers
- Are there any lessons to be learned to inform digitalisation of other council services and public information?

Contact Points

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Background Papers

In the opinion of the proper officer (in this case the Head of Legal and Democratic Services) the following are the background papers relating to the subject matter of this report:

- Scrutiny Report on Digital inclusion (2014) – available on the Council's website [here](#)