

Adult Care Services Information and advice strategy 2023 – 2027 easy read



We want to make sure people can find information and advice about adult care services

- when they need it
- in the way they need and understand



We talked face to face and by phone and we ran online surveys to find out how people want information and advice



We listened to people living in Hertfordshire, the voluntary sector, partner organisations, and our staff



We want to thank everyone who told us their views

This is how our information and advice service works:



We use different ways to tell people about our services and how to get them such as leaflets or our website



We offer people ways to find things for themselves such as the Hertfordshire Directory



hertshelp
call - email - text - online

We give people support to find what they need such as HertsHelp phoneline



We have services for other needs such as Advocacy



How we work is called **Connected Lives**
We connect people to information, services and groups to help people to stay well, active and part of their community.

These are our 6 information and advice priorities:



1. Tell people about services



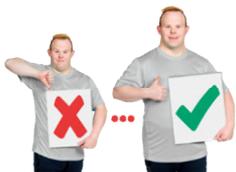
2. Help people to use online services



3. Work together with other organisations



4. Do more if people have difficulty getting information and advice



5. Make it better when people come to us so they always have the information they need



6. Make sure we provide what people want and need in a way they can understand

Our 6 principles



- Involve people and get feedback



- Give information in the way people need



- Use plain English



- Check understanding and offer support



- Guide people to the best source of information and advice



- Promote wellbeing and keeping people well

Adult Care Services information and advice helps to



- Keep people safe



- Be healthier



- Plan for the future



- Manage their money



- Support carers



- Share best ideas



- Get online



- Join information services together



We have information people can access and understand because we use the [Accessible Information Standards](#)



We focus on what matters to people. We follow the [Think Local Act Personal](#) (TLAP) principles.

How we will measure how we are doing



We will ask people living in Hertfordshire what they think each year in a survey.



For more information see the [Adult Care Services Information and Advice Strategy](#)
www.hertfordshire.gov.uk/strategies



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