



# Information and advice in adult care services 2018 - 2021

## Easy read strategy



# 1. Introduction



We want everyone to get good information and advice. This is so they can be healthy and have good lives



We want to tell people about things in their local community



We want to help people get jobs and volunteering if they wish



We want to help people make decisions and plan

## 2. How do we give people information and advice?



We tell people about things on our website



We tell people about things by talking to them



We tell people about things by giving them leaflets



We tell people about things when they call HertsHelp

### 3. Why do people need information and advice?



People need good information so they know how to stay healthy and active

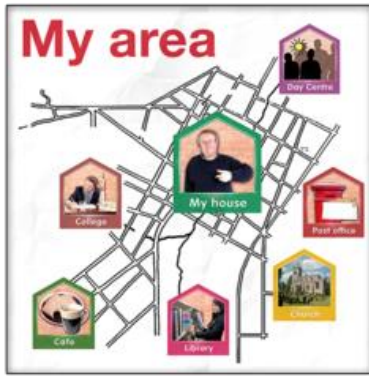


Some people need extra help like, this might be:

- Older people
- People with a disability
- People with autism



We need to tell people about things and services in the council that can help them



We need to tell people about services in the community that can help them



We need to tell people how they can contact

## 4. Our priorities



**Our priorities** are the things we think are important



**Priority 1 – Information to help people in a crisis / emergency**



- Information to help people who are on their own after someone has died



- Information to help carers who are finding it hard to cope



- Information to help people who are unwell and ill



- Information to help people who live a long way from their family but want to help them



## Priority 2 - Working with other services to give people information



- Give people information about housing



- Give people information about finding jobs and volunteering



- Give people information about mobile phone apps and technology





- Give people information about being lonely



- Giving people information about staying active and healthy



- Giving people information about money



- Help our staff to do things better





### Priority 3 - Try and get more people to use the internet



- This gives people the chance to do more things in a quick and easy way



- We can use Facebook and Twitter to tell and show people things



- We can tell people about the Hertfordshire Directory so people can add new services/things in.



- We can make more videos to tell people about services



#### **Priority 4: Working with health so people have joined up information**



- Work together to make information for people that tells them about health and social care at the same time



#### **Priority 5: Look at ways of making services like HertsHelp better**



- We can tell more people how they can contact HertsHelp and how they can help



## Priority 6: How people contact the council



- We want to make it easy for people to contact the us so they can:
  - get information and advice
  - get help from the council



We want to ask people what is important to them

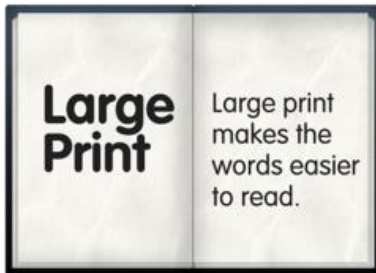
We want to have a new way that's good for everyone by March 2021



## Priority 7: Making sure people are involved and understand



We will make our information easy to understand for everyone



We will make things easy read, video or large print



We will ask people what they want and ask them to help us make it.  
Co-production.

If you have a question email

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