PREVENTION & EARLY INTERVENTION SERVICES

Lot 1 (Draft Specification)

Supporting Independence through Information & Advice, Digital Inclusion & Assistive Technology (Outcome 1)

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1 Introduction

The purpose of this service is to ensure people have access to clear and personalised information and about health, social care and Voluntary Community Sector services and to enable people to make informed decisions about what services they receive to support their independence, health and wellbeing.

"Good information and advice is about having the information I need, when I need it[1]"

This service will support people aged 18+ including **key groups at risk of developing needs for care and support**, providing **high quality, personalised information** to **maximise independence, connectedness, health and wellbeing**, including through **digital inclusion** and through the use of **assistive technology** options**.** People will be supported to make **informed decisions** about what **services they receive.**

Enfield has a proud history of working with a strong, vibrant and innovative voluntary sector. As part of our work to recommission early intervention and preventative services to support the people of Enfield, we are keen to work with local organisations to deliver the kind of joined up services which the people of Enfield expect and need.

The population in Enfield is aging and rising, and more individuals need health and social care services, particularly those aged 65. The Council must be creative in how we use resources whilst ensuring our statutory duties to those with social care needs are met.

The Care Act says that Councils must provide services that help prevent people developing needs for care and support or delay people deteriorating such that they would need ongoing care and support and the Prevention & Early Intervention Services commissioned by the Council set out how this will be achieved. We want more people to avoid crises and maintain their independence in their own homes and early intervention and prevention support is essential.

"The Care Act will help to improve people's independence and wellbeing. It makes clear that local authorities must provide or arrange services that help prevent people developing needs for care and support or delay people deteriorating such that they would need ongoing care and support[2]."

2 Aims and Objectives

The overarching aim is to maximise the independence, health and well-being of people through provision of good-quality information and advice whilst also harnessing the potential for online connectivity and active technology in supporting independent living.

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The service will resolve local issues and meet local low level needs to delay or prevent costly intervention from health and social care services. This will be partly delivered through a physical Information hub providing strengths-based, holistic support that is easy to navigate, providing access to the right support, at the right time.

The service will offer information and advice, delivered by trained or suitably qualified individuals, to support people to meet their needs and offer a consistent standard of service. The hub will be co-located with Adult Social Care's Single Point of Access and Enfield's hub Libraries and will have a presence at events taking place in Enfield to act as a first contact point for those in need of information and advice to support independence, health and wellbeing.

Using a Hub model to provide person-centred support will serve as a point of entry for people and offer an accessible gateway to a wide range of services whilst promoting and supporting collaborative working. People will be able to access the information, advice and assistance they need through the information hub to increase resilience, problem solve and better manage, and these services will enhance their overall wellbeing.

Key Definitions

Information; 'information' means the communication of knowledge and facts regarding care and support[3].

Advice; *'Advice' means helping a person to identify choices and/or providing an opinion or recommendation regarding a course of action in relation to care and support[4].*

Digital inclusion; *working with communities to address issues of opportunity, access, knowledge and skill in relation to using technology, and in particular, the internet[3].*

Assistive technology; *products or systems that support and help individuals with disabilities, restricted mobility or other impairments to perform functions that might otherwise be difficult or impossible. These devices support individuals to improve or maintain their daily quality of life by easing or compensating for an injury or disability[4].*

The right information and support at the right time can empower people to live independently without the need for more costly statutory services. The service will provide information, advice and support with digital inclusion and assistive technology so that residents can make informed choices and enable them to take control, maintain their abilities, skills and independence well into the future.

The service will be inclusive and accessible, including through various forms of media and languages to provide accessible gateways for people in Enfield who are 18+ including but not restricted to:

- Adults who have learning disabilities

- Autistic and neurodiverse adults
- Older people
- Adults who have physical disabilities
- Adults who have acquired brain injury
- Adults who have sensory impairments
- Older people, including those with organic mental health problems
- Young people in transition between children's and adult services
- Carers
- People at the end of Life
- People with a Mental Health condition
- People with Dementia
- People with a long-term condition such as asthma or diabetes
- People with behaviour that challenges
- People with Muscular Dystrophy/Multiple Sclerosis
- Adults with learning difficulties such as dyslexia and dyspraxia
- Any adult at risk of developing needs for care and support

However, services available through this specification must not duplicate provision given to those with a diagnosis through health and social care services e.g. if a person is receiving support from a professional on a regular basis. This is to ensure consistent care and that the provider does not provide conflicting activities and/or information.

Part A: Information & Advice

The overarching aims are;

- **Maximise the independence and well-being of people**
- **Support and enable people to participate, promote social connection and achieve independence for longer**
- **Reduce the need for more intensive interventions by health and social care services over time**

The right information, advice and support at the right time can empower people to live independently without the need for more costly statutory services. People will be offered information and advice based on their individual circumstances, needs, choices and expectations and in line with communication needs. People will be enabled to make informed choices to take control, maintain abilities, skills and independence well into the future.

Aims

- Work with other voluntary, statutory sector and independent organisations to ensure people have access to a range of information and advice and are supported to connect with services that promote their independence, health and well-being (including through supported attendance at groups, activities or services).

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- Provide information in a range of formats and channels (plain English/easy read/audio/Braille/language) and personalised for people with a disability or sensory impairment, including people with learning disabilities and autistic people
- Co-produce key accessible information and advice in a range of formats and languages, ensuring key partner organisations have access to consistent and up to date information to share with people
- Provide a variety of channels and formats, including digital for access to high quality and independent information and advice to enable people to identify services within the local community to meet their goals, and short- and long-term needs
- Encourage a strengths-based approach which builds on what people can do themselves and actively seek people's views and preferences to develop comprehensive, innovative and culturally appropriate ways of responding to individual need.
- Ensure that information and advice needs for all diverse communities are met and, where possible, ensuring that support is tailored to individual needs and preferences
- Ensure inclusiveness of small local groups/organisations and to support those with potentially less resources/capacity
- Promote the service, including through proactive outreach to communities who find it harder to access services.
- Provide independent, up to date information and advice on how to access help when faced with social care challenges from VCS (Voluntary and Community Sector) organizations and social care providers within Enfield
- Provide accessible information about specialist housing options, to improve understanding of housing options and support people with care and support needs to understand housing options, understand tenancy rights, and maintain and manage tenancies
- Support residents to understand entitlements with welfare benefits including practical support with applications and appeals associated with the application where necessary.
- Use and promote Artificial intelligence (AI) to aid information and advice provision via virtual assistants or chatbots which can help summarise and tailor information according to need

Outcomes

- People remain as independent as possible and can access Information, advice and local services to maintain physical and mental health, their social and financial wellbeing and are able to preserve or increase their independence
- People are supported to understand the types of care and support and choice of providers, including how to access relevant information to support decision making
- People are supported to access independent financial advice on matters relevant to meeting of needs for care and support, including in relation to funding reforms
- People are supported to understand how to raise concerns about the safety or well-being of an adult who has needs for care and support
- As a result of high-quality Information and Advice Services, people are supported to attend groups and activities to support their wellbeing and prevent social isolation

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- People will report easy access to Information and Advice Services as a result of improved and more extensive partnership working leading to increasingly joined-up provision.
- People will report improved problem solving, improved ability to navigate the system, improved health and financial stability
- A reduction in need for health and social care services; a reduction in adult care assessments and a reduction in expenditure on adult social-care services provided by the Council
- People who use information and advice are involved in the design, implementation and evaluation of the service

Part B: Digital inclusion & Assistive Technology

Supporting people to access information and technology that helps them make informed decisions, manage risk and remain independent for longer

Digital skills are becoming increasingly important in today's society, with many aspects of daily life moving online. However, not everyone has the necessary digital skills to fully participate in the digital world. In the UK, 10.2 million people lack the most basic digital skills, and 1 in 14 households have no home internet access[5].

Those who do not use the internet are more likely to be older, retired, have a health condition, and have no formal qualifications[6]. Motivation remains a barrier, with lack of interest being a key reason for not using the internet. However, access also remains a challenge, with some finding the online world too complicated, not having access to an internet-enabled device, or being worried about potential scams and fraud[7].

The benefits of being online are numerous, including increased happiness, better health, and financial savings. Those with new basic digital skills feel they are able to connect and communicate with their community, friends, and families 14% more frequently[8]. It is important to address the digital skills gap and ensure that everyone has the opportunity to fully participate in the digital world.

Assistive technology can support people and their carers in improving wellbeing and quality of life in a variety of ways. This could be by better connecting with their communities, accessing information and advice, managing or reducing risk, increased independence and enabling better self-management of conditions and illness.

Aims

- Support Individuals to access and utilise the internet and assistive technology solutions to improve;
  - health and wellbeing

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- independent living
- management of risk

- Build confidence and awareness around information security and risks of scamming and support people who do not wish to get online with alternate ways of accessing information, advice and services.
- Provide advice and assistance with digital inclusion and assistive technology, including training and technical support to set up and manage everyday digital technology to enhance communication, independent living and access to information and social connection
- Offer frontline digital advice and support and create and deliver digital skills training courses for people
- Support people to utilise technology to socially connect with others e.g. family, friends, interest groups, online chat groups, online forums
- Ensure inclusiveness of small local groups/organisations where required to they are able to continue to support residents within the borough
- Promote the service, including through proactive outreach to communities who find it harder to access services
- Minimise digital exclusion, with all groups supported to access digital resources
- Understanding the ever-developing range of assistive technology options, including in relation to management of health conditions, and how these can support people to remain independent and healthy or self-manage a long-term health condition
- Awareness-raising for the service and the potential of assistive technology; Promote assistive technology with people and VCS organisations explaining the nature of the service (including at community events) and advising people of the wide range of options available
- People are supported to stay safe and connected in their own homes and are safe when out and about

Outcomes

- People are less socially isolated through online support and social developed networks resulting in improved confidence and ability to access online information and use online resources to enhance health and wellbeing
- People have increased confidence and ability to use online channels to contribute to consultations and engagement
- Increased numbers of people using the internet and assistive technology to manage a health condition, support communication, independent living and access to information
- People are more confident using the internet and assistive technology, able to understand the opportunities and risks, and able to stay safe online
- Involve people who use the digital inclusion service in the design, implementation and evaluation of the service

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- People are more confident in managing their health conditions successfully leading to a better quality of life, less reliance on health services and lower risk of hospital admission

Overall system outcomes

Adult Social Care in Enfield continues to see increasing numbers of people contact us for information, advice and support. Since 2020/21 there has been a year-on-year increase in the number of people contacting our Single Point of Access and we now receive a monthly average of 692 contacts.

In 2022/23 we supported nearly 4,800 clients to access long term care, undertook over 2,200 assessments and 3,000 reviews, supported nearly 3,200 carers and responded to over 3,500 safeguarding concerns.

Supporting People to Live Well through Information & Advice, Digital Inclusion & Assistive Technology will lead to;

- Reduction in the number of people entering social care and health services unnecessarily
- Reduction in the level of unmet need at the point of referral to social care or health
- Increased levels and models of mutual/peer support
- Improved outcomes/access to support for people, their families and their carers

3 Strategic and Local Context

In the 2021 National Census the following amount of people assessed their day-to-day activities as limited by long-term physical or mental health conditions or illnesses are considered disabled. This definition of a disabled person meets the harmonised standard for measuring disability and is in line with the Equality Act (2010);

Category	No	%
Disabled under the Equality Act: Day-to-day activities limited a lot	21,145	6%
Disabled under the Equality Act: Day-to-day activities limited a little	23,731	7%
Not disabled under the Equality Act: Has long-term physical or mental health condition but day-to-day activities are not limited	14,442	4%

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Not disabled under the Equality Act: No long-term physical or mental health conditions	270,666	82%
Does not apply	0	0
Total	329,984	100%

Data set available: https://www.ons.gov.uk/datasets/TS038/editions/2021/versions/3

Locally, the importance of supporting people to achieve their full potential is highlighted within Enfield's Council Plan. This specification builds on the Council's Plan aiming to ensure people in Enfield live healthily and well by working towards achieving the below strategic goal.

Strong, healthy and safer communities
We will;

- *Protect vulnerable adults from harm and deliver robust early help and social care services.*
- *Work with our partners to provide high quality and accessible health services.*

Enfield's population are living longer but this does not always come with good health. The number of people with complex needs is increasing and the number of older people managing long term health conditions, that limit the quality of life is also on the rise. In terms of support arrangements, in 2023 the landscape demonstrated the following;

People Aged 18-64

- Estimates from 2020 indicate that, among working-age people (aged 16-64 years), 53,000 had some level of disability – around 25% of the working-age population.
- The number of emergency hospital admissions in Enfield was 1,748 per 100,000 in 2022/2023. This was higher than the London average.
- 768 people in 2022/2023 admitted to hospital was diagnosed with a nutritional deficiency.
- Between September 2022 and October 2023 195,000 Enfield residents presented themselves to A&E at North Middlesex hospital
- 18,919 people under the age of 65 live alone and 8.1% of our residents in Enfield aged over 18 feel lonely 'often' or 'always' compared to 6.5% of London and England residents.

People Aged 65+

- Over 6,363 older people provided unpaid care (rising to nearly 7,554 by 2030)
- Nearly 13,990 older people unable to manage at least one domestic task (rising to over 16,335 in 2030)

- Over 13,830 older people unable to manage at least oneself care activity (rising to over 16,218 in 2030)
- Dementia is also on the rise and prevalence amongst the population aged 65 at 63.3%.
- The highest risk of falls is in those aged 65 and above. Up to 20% of this population who contact a medical service for assistance are classified as serious falls leading to hospitalisation and ultimately residential care.

Public health evidence shows that the prevalence of disease is higher in more deprived areas in the borough. People in the least affluent socio-economic areas have a 60% higher prevalence of chronic diseases than those in the highest socio-economic areas. Reducing the prevalence of these long-term condition and disease amongst the local population will play a crucial role in reducing mortality, emergency use of health care and needs for health and social care.

The Enfield Joint Local Health and Wellbeing Strategy 2024-2030 sets out the following priorities;

Live well

Priority 1 - Empower residents to grow their 'Health Literacy' to make healthy choices
Priority 2 Support residents to manage their longterm conditions
Priority 3 Build a healthy environment that protects and promotes good health and an active lifestyle
Priority 4 Create connected communities that support good mental health, emotional wellbeing and resilience

Age well

Priority 1 Assist every Enfield resident to have the social network they need to support their wellbeing
Priority 2 Help every Enfield resident prevent the risks of age-related ill-health
Priority 3 Enable every Enfield resident to live a resilient and independent life into older age
Priority 4 Ensure every Enfield resident receives world class care at the end of life that makes the last stages of life as valued as every other

The Enfield Council Plan 2023-2026 Priority 2 states "Our residents are living longer, often with one or more long term health conditions, which is increasing demand for our social care services. We will support people to live independently for as long as possible within their local communities and are helping people living with disabilities to be in control of their own lives".

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4 Outcomes

4.1 Outcome rationale

The basis of this specification is informed by a number of key drivers, which include the Council Plan, which sets out our commitment to create strong, safe, and healthy communities the Health & Wellbeing Strategy, Integrated Care Partnership Plan, and the Care Act 2014 (Information 'key delay and prevention of dependence'); and continuous improvement in terms of providing quality services to the citizens of Enfield.

The need to work together to support independence health and wellbeing is central to our joint strategic documents.

4.2 Expected Overall Outcomes:

- People have improved access to information and advice, including through digital channels
- People have improved ability to make informed choices about health and wellbeing
- People experience reduced social isolation through online support and social networks
- People experience less barriers to access information and advice
- People have improved access to online and assistive technology

Good information and advice helps people make informed choices, enables them to take control and maintain their abilities, skills and independence well into the future. Similarly, online and assistive technology can support people in improving wellbeing and quality of life in a variety of ways. This could be by better connecting with communities, accessing information and advice to make informed decisions, managing or reducing risks, increasing independence and enabling better self-management of health conditions and illness. Ultimately, technology should be enabling, inclusive and provide individuals with more choice and control as to how their needs are met.

- Just 20.7% of Enfield residents stated they 'definitely' had enough support from local services to manage their long-term condition compared to 25.2% of North Central London residents.
- In Enfield, 8.1% of our residents aged over 16 feel lonely 'often' or 'always' compared to 6.5% of London and England residents
- There are currently 44,500 people aged 65 and over living in Enfield – this is set to increase to 50,200 by 2025.
- In 2021, 36% of people aged 65 and over living in Enfield lived alone.
- The most common cause of injury resulting in hospital admission for people aged 65 and over is falls.
- The average life expectancy at birth in Enfield is 84.1 years in females and 78.9 years in males.

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- In 2021/22, 225 Enfield residents suffered a hip fracture.
- Only 68% of older people living in Enfield have their flu vaccine each winter
- 62.7% of adults in Enfield are physically active, doing at least 150 minutes of moderate intensity activity each week compared with 66.8% in London and 67.3% in England (2021/22).
- 13.5% of Enfield adults smoke (more than 35.400 residents), this is higher than the London and England average of 11.7% and 12.7%. 5.4% of Enfield mothers are still smokers at the time of delivering their baby. This is higher than the London average (4.6%) but lower than the England average (8.8%).
- 59.7% of Enfield adults are overweight or obese compared with 55.9% the London average.
- 8.4% of Enfield residents are living with diabetes, higher than London and England averages

Joint Local Health and Wellbeing Strategy (2024-2030)

4.3 Key Outcomes for Part A and Part B

Part A

Information & Advice	The key outcome is that people are able to access high quality, personalised information and advice to enable them to make the right decisions concerning their health and wellbeing at the right time in a medium of their choice (self-service, face to face, by telephone, email, letter etc). Every contact counts; making sure people are fully supported to understand their options and how to take action to maintain or increase their wellbeing, be that through accessing a service or community group or activity. The service will ensure people don't have to make unnecessary multiple contacts to get what they need. Increased social connection (connect with family, friends, communities including shared interest groups), access local, regional and national information and services

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Part B

Part B: Digital inclusion & Assistive Technology	The key outcome is to provide support for people to access technology that helps them make informed decisions, manage risk and remain independent for longer. The service provider will support people to use online methods to; - Compare costs of products and services keep safe from fraud and scams whilst also ensuring people are not excluded in our increasingly digitalized society And - Increase use of Assistive Technology to support independent living through expansion of the Council's Assistive Technology offer - Include tele-healthcare solutions to better support people with health conditions, including long terms conditions - Increase use of technology to support social connection - Increase use of assistive technology among young people in transition to support independence when reaching adulthood - Increase awareness and understanding of Assistive Technology across the workforce

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6. Definition

6.1 Definition

Services will help people to maintain their independence, health and wellbeing by providing high quality, personalized information and advice, including in relation to digital connectivity and inclusion and use of assistive technology.

Services will support people to get the information and advice they need, in the format they require, including through online methods. Making It Real, developed by Think Local Act Personal and the National Co-production Advisory Group, is a set of co-produced statements

that describe what good care and support looks like. This includes co-produced 'I' statements about information and advice, reflecting what people might reasonably expect from a good information and advice service.

We expect that services work towards the following 'I statements' developed by the Making It Real Framework;

- I can get information and advice that helps me think about and plan my life.
- I can get information and advice about my health and how I can be as well as possible – physically, mentally and emotionally.
- I can get information and advice that is accurate, up to date and provided in a way that I can understand.
- I know about the activities, social groups, leisure and learning opportunities in my community, as well as health and care services.
- I know what my rights are and can get information and advice on all the options for my health, care and housing.
- I know how to access my health and care records and decide which personal information can be shared with other people

Services will support people in need of early interventions to maximise their independence, health (including mental health) and wellbeing in conjunction with ***Supporting Independence and Inclusion through Early Intervention.***

7 Service Description

The service will ensure that individuals have access to clear and personalized information about health, social care, and voluntary community sector services. It will empower people to make informed decisions about the services they receive to support their independence, health, and wellbeing. The service will be particularly focused on supporting people aged 18 and above, including key groups at risk of developing care and support needs their friends and representatives.

The service will provide high-quality, personalised information to maximize independence, connectedness, health, and wellbeing through digital inclusion and the use of assistive technology options.

The service will be inclusive and accessible, offering various forms of media and languages to provide accessible gateways for people in Enfield. The service will be delivered partly through a physical Information Hub, co-located with Adult Social Care's Single Point of Access and Enfield hub Libraries. It will act as a first contact point for those in need of information and advice to support independence, health, and wellbeing. People will be able to access the service during

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key working hours and the service will also be available via online, voicemail, text and email channels.

The hub model will provide person-centered support and serve as an accessible gateway to a wide range of services while promoting collaborative working. The service delivered will significantly improve information and advice in Enfield, enabling people to make the right decisions at the right time to sustain or improve well-being.

The service will promote itself via a range of different social media platforms. Advertising for the service should be made available both electronically for sites such as, but not limited to:

- Enfield MyLife/Adult Social Care Information platform
- HealthWatch
- VCS websites and communications
- Electronic letters and circulars

Hard copy posters for advertising in public spaces such as but not limited to:

- GP surgeries
- Public Libraries
- Other VCS organisation offices
- Citizens Advice Bureaux
- Food banks
- Community centres
- Other public spaces

Key outcomes of the service include people remaining as independent as possible, accessing information, advice, digital options and assistive technology and local services to maintain their wellbeing, and being supported to understand the types of care and support available, including how to access relevant information for decision-making. The service also aims to reduce the need for more intensive interventions by health and social care services over time.

8 Contract Value

8.1 Applications are invited up to the value of £TBC per annum.

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9 Performance Measures

The above will be measured, alongside basic monitoring data. The Service Provider will have a quality assurance system that is capable of monitoring and assessing provision of the service. The Service Provider will be required to collect data to demonstrate compliance to the required Outcomes and Key Performance Indicators and report their performance on the Council's Pentana Performance Measuring Tool on a quarterly basis. The Service Provider and the Council shall manage the performance of the Service Provider to ensure current delivery meets the required standard. The Council and the service Provider shall together agree methods for collecting and collating KPI data and shall meet on a quarterly basis to discuss performance and outcomes.

Any future additional performance monitoring requirements shall be introduced through discussion with Residents and agreement of the Service Provider and will be informed by the review and development of the Service. Details of the current data returns required are contained in this section of the service specification and shall be updated should any amendments be required during the lifetime of this Contract.

Performance Measures will be formally agreed following the contract award and in partnership with the successful awardee and the Local Authority.

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9.1 Outcome & Performance Indicators

Outcome	Outcome Indicators	Performance measures
I can get information and advice about my health and how I can be as well as possible – physically, mentally and emotionally. &	• Increased numbers of people reporting ability to access local groups, activities and services **and** Reporting an increase in wellbeing six weeks following contact with service provider • People have more confidence and ability to access online information and use online resources to	**Living Well** (VALUE) people supported to understand how to access information about health and ways to live well (VALUE) people supported to access community groups (wellbeing, exercise, shared interest) and activities and online opportunities to promote wellbeing

I know about the activities, social groups, leisure and learning opportunities in my community, as well as health and care services.	enhance health and well being • More people exploring and using assistive technology • More people using Safe and Connected	(VALUE) people reporting an increase in overall wellbeing 6 weeks following initial contact (75% of people surveyed) (VALUE) awareness raising events attended and (VALUE) individuals/groups identified who would benefit from intervention supported **Assistive Technology** (VALUE) people take up Safe and Connected services (VALUE) people supported to explore assistive technology options (VALUE) people supported to use assistive technology options to maintain / improve wellbeing (VALUE) case studies highlighting how assistive technology has supported independence (VALUE) sessions training delivered to people / other VCS / Council staff on assistive technology benefits and options
I can get information and advice that helps me think about and plan my life	• Person/carer/rep feedback including through surveys • Evidence of partnership working • Increase number of people receiving benefits to which they are entitled	**Care and Support** (VALUE) people supported to access home improvement agencies, handyman or maintenance services to promote independence

& I can get information and advice that is accurate, up to date and provided in a way that I can understand. & I know what my rights are and can get information and advice on all the options for my health, care and housing.	• Number of people whose financial income increased by 20% per annum • Evaluation of protocol for keeping information up to date • Analysis of demand for type of prevention services • Number of service users with increased knowledge of local Services increased by 20% per annum • People have improved confidence and ability to access online information and use online resources • More people are digitally included	(VALUE) people supported to better understand the care and support system in Enfield (VALUE) people supported to better understand the assessment process, eligibility, and review stages (VALUE) people supported to understand how to complain or make a formal appeal (VALUE) people supported to understand when independent advocacy should be provided and from who (statutory and non-statutory) (VALUE) people supported to understand how to access the care and support available locally **Housing** (VALUE) people supported to understand available housing and housing-related support options for those with care and support needs (Value) people with care and support needs supported to understand their tenancy rights / maintain and manage their tenancies

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		(VALUE) people supported to understand the choice of types of care and support, and the choice of care providers available in Enfield **Safeguarding** (VALUE) people supported to understand how to raise concerns about the safety or wellbeing of an adult with care and support needs and how to do the same for a carer with support needs **Future planning and Financial;** (VALUE) people supported to understand how to access independent financial advice on matters relating to care and support (VALUE) people supported to understand charging arrangements for care and support costs (VALUE) people supported to understand how to plan for their future care and support needs and how to pay for them (VALUE) people supported to understand how to make provision for the possibility that they may not have capacity to make decisions for themselves in the future

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		(VALUE) people supported to understand their welfare benefit entitlements + (VALUE) people supported to apply for welfare benefits + (VALUE) people supported to appeal welfare benefit decisions associated with the application **Digital inclusion** (VALUE) people supported to access information through digital channels (including AI and chatbots) (VALUE) people supported to increase confidence using online / understand information security / understand scams and risks (CAPTURE) people supported to access information, advice and services who chose not to do so via online channels (VALUE) people supported to complete relevant forms/applications
I know how to access my health and care records and decide which personal	• Increase in awareness re access to health and care records and information sharing	(VALUE) people supported to understand how to access health and care records

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information can be shared with other people		(VALUE) people supported to understand which information can be shared

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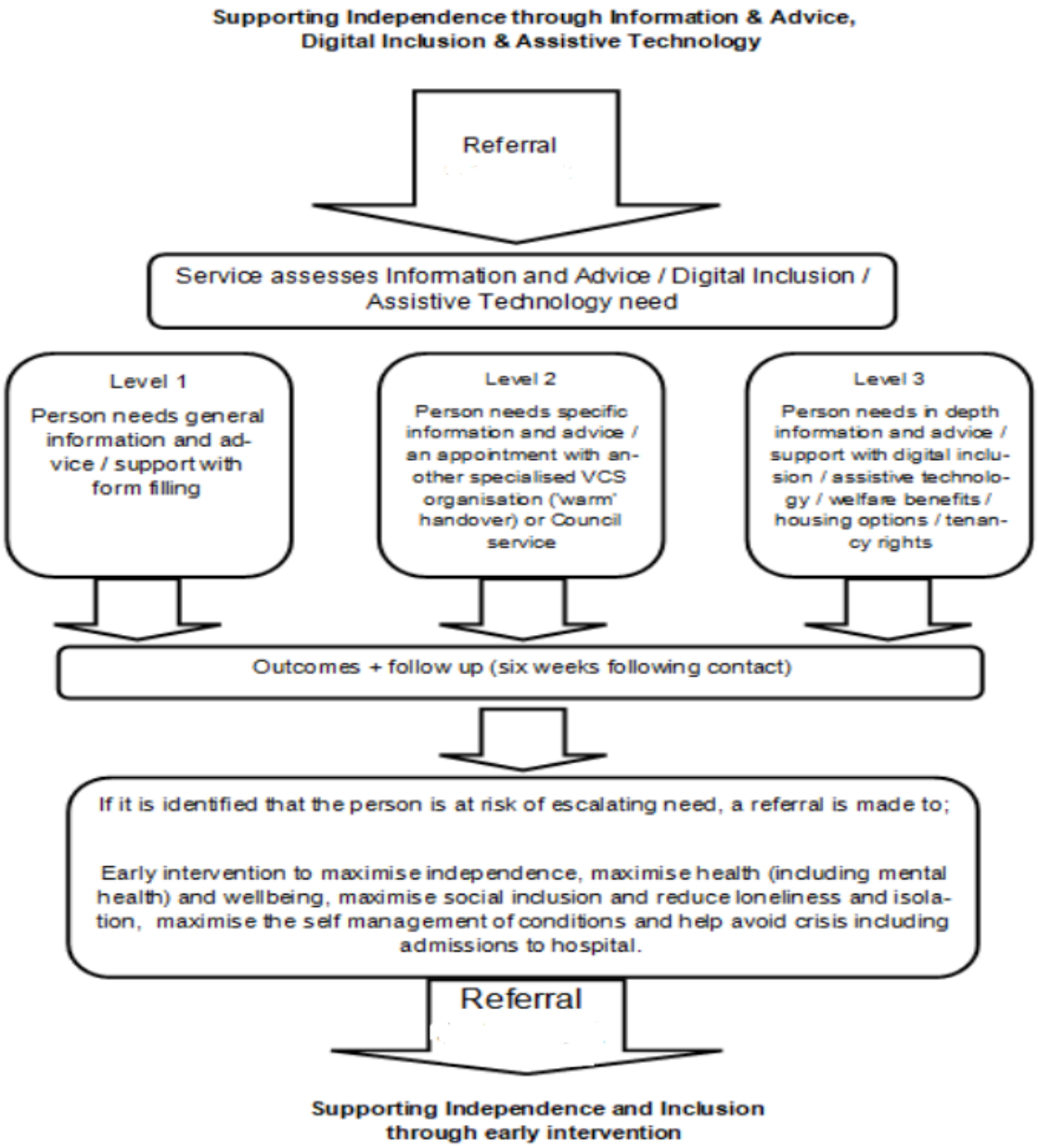
10 Overview



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