



Online information finder and self-assessment Review (Spring 2024)

Josie Hill – Service Manager

The Offer

Online Information Finder

Available from DCC website

The person is asked **a few questions** about what they, or a friend/family member, are having difficulty with. As a result, they receive a **tailored links to info and advice**, and a **personalised summary** (which can be sent as a PDF)

- The person has the **option to create an account** with us, but they don't have to (unless completing self-assessment)
- The person can **leave a star rating** (out of 5)
- They can also **leave comments** about their experience

Option to continue to self-assessment where eligible needs indicated

Online Self Assessment

Following on from Online Information Finder

The person can start their assessment and request assistance from Adult Care.

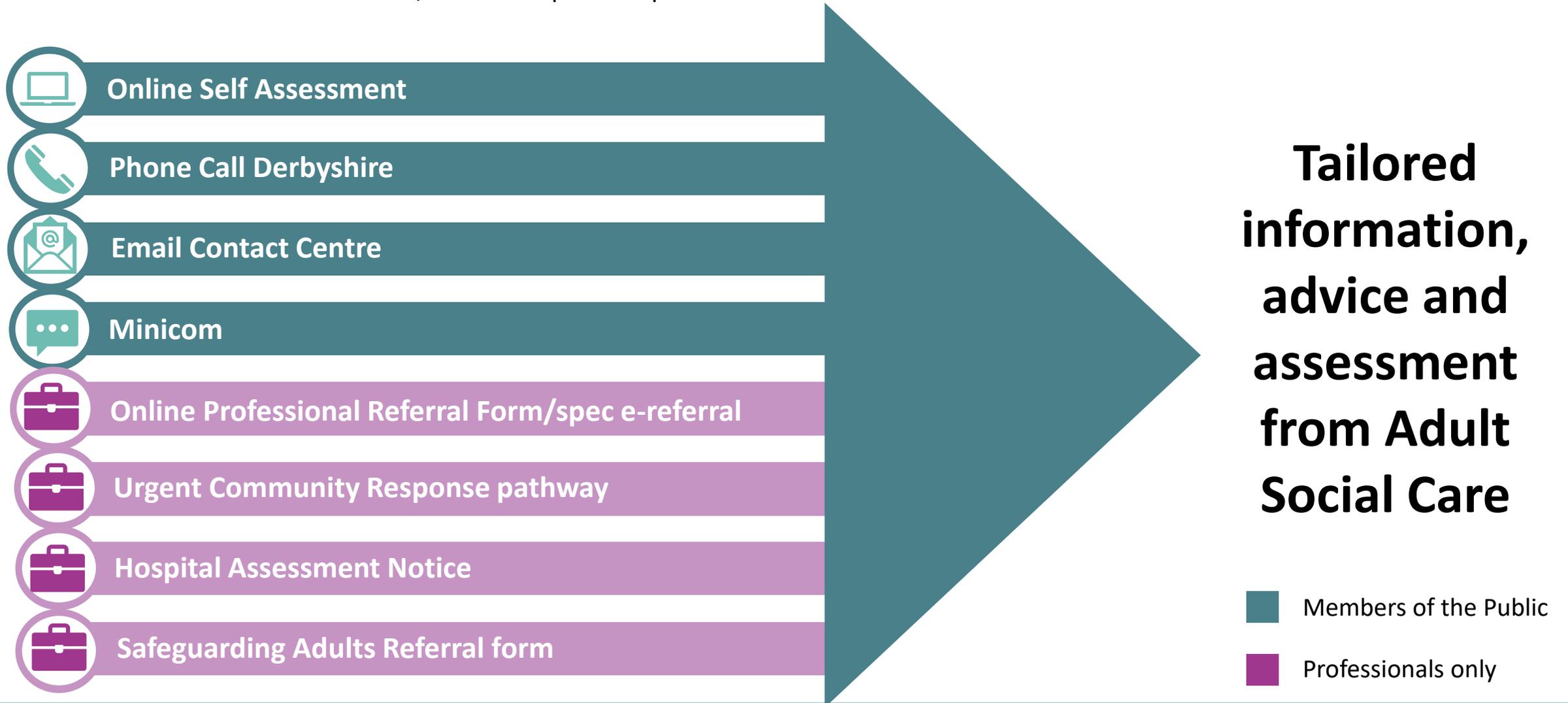
They can provide their **own narrative** about **what's important to them** and **what they want to achieve** from their self-assessment. They provide information against the **Care Act domains**

- **Screened upon receipt** by ACATT practitioner
- ACATT will support where the enquiry can be resolved swiftly and remotely
- Otherwise, it is **passed directly for allocation to a local social work team.**
- Practitioners are encouraged to obtain feedback from people using the self-assessment as part of their intervention

www.derbyshire.gov.uk/social-health/adult-care-and-wellbeing/information-finder

Routes into Adult Social Care

There are various routes into Adult Care, to suit the person's preferred communication method or communication needs



Use of the Online Information finder



8,188 website views
since June 2023 to
3rd March 2024



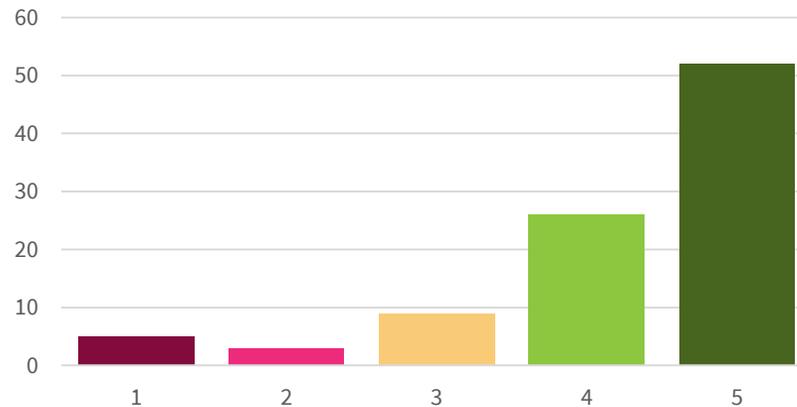
27% of viewers go on
to complete the online
information finder

We are working with colleagues in
IT to build a greater understanding
of the web-use via Google Analytics

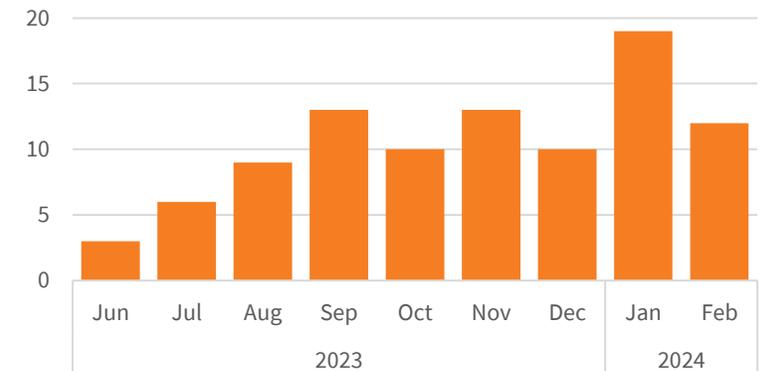


Average star rating
for Online Info finder

Number of responses per rating level



Number of responses received
(by month)



Feedback

Overall, I thought the form was **very user friendly** and **informative**, especially with the amount of information one could be provided with at the end

Excellent website. **Really useful for someone who wants to help themselves or for someone who wants to help someone** who is willing to accept help. Unfortunately my mother is refusing everything we are trying

the site is quite **easy to use**

10/10, really easy to use, **clear layout, thoughtfully worded** and plenty of useful information

This will help me; **I'm going to contact the fire service first. I like this**

Good initiative to have an online form. **Similar to PIP/DLA in style so may be familiar to users**

The **wording was really user friendly**, no jargon and great explanations to get people thinking about their situation

Allows users to give graduated responses, **reflecting their particular needs and abilities**, and allows identification of associated needs

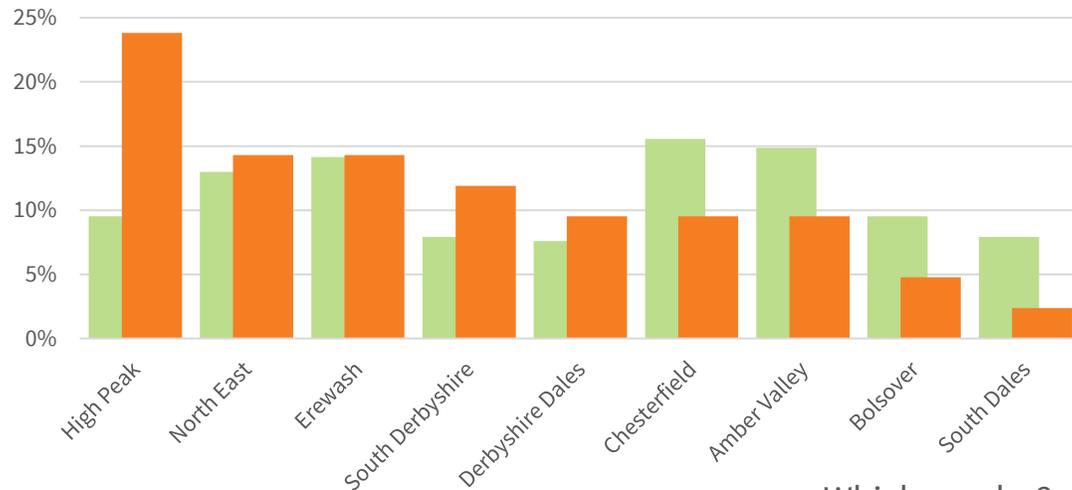
[I] found the form **long winded but got through, all the information requested was relevant**. The estimated time to complete the form was spot on.

...it's impressive and it will help people find out about services they might not be able to without this. ...it's a really good platform and add on to services that will allow people to have access to **so much information at their fingertips** whilst ensuring all needs are covered. Also taking a certain amount of demand away that can be self-service level and a level of preventative.

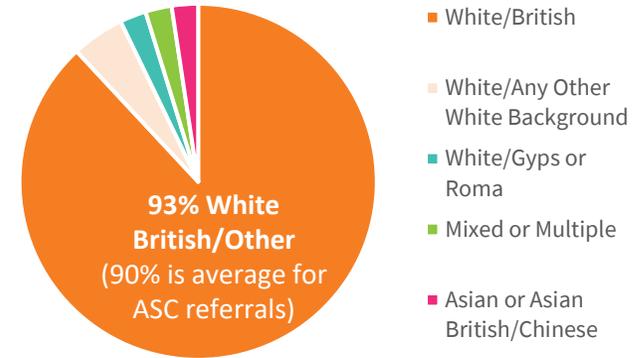


Who is making use of the Self Assessment*

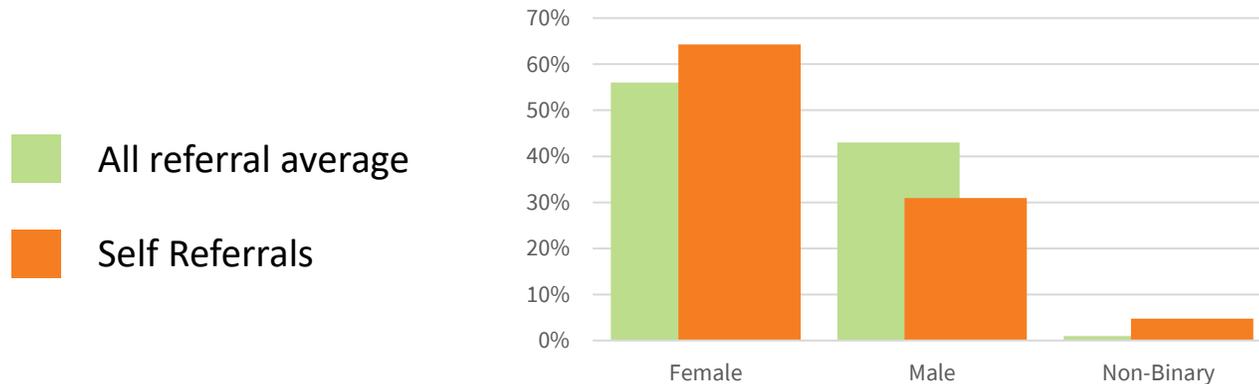
Which Area?
(compared with average referrals trends)



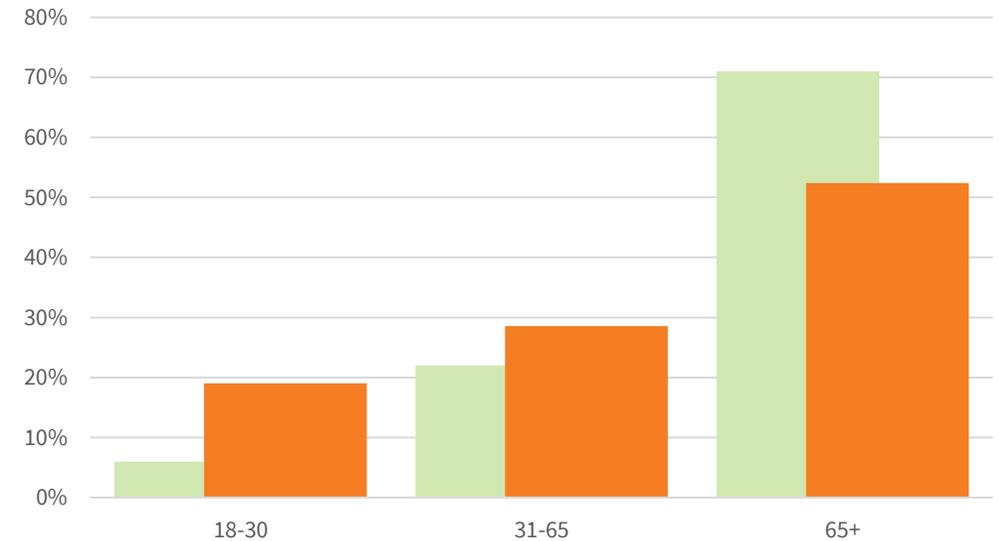
Ethnicity breakdown



Which gender?



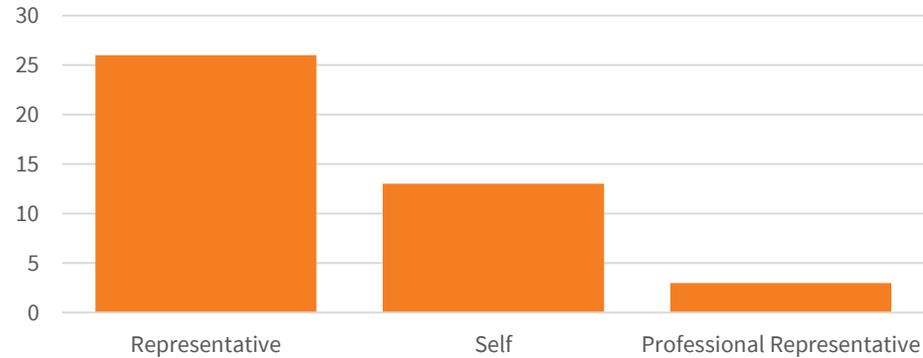
What age?



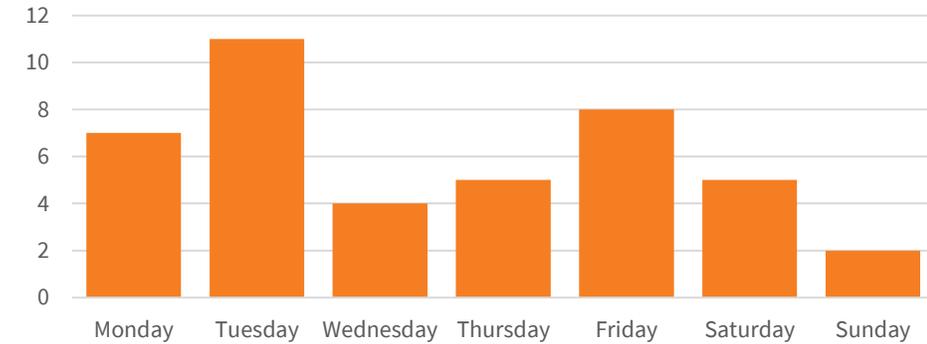
Accessing the Self Assessment*

This data is taken from all referrals received between 03/10/23 – 18/02/24

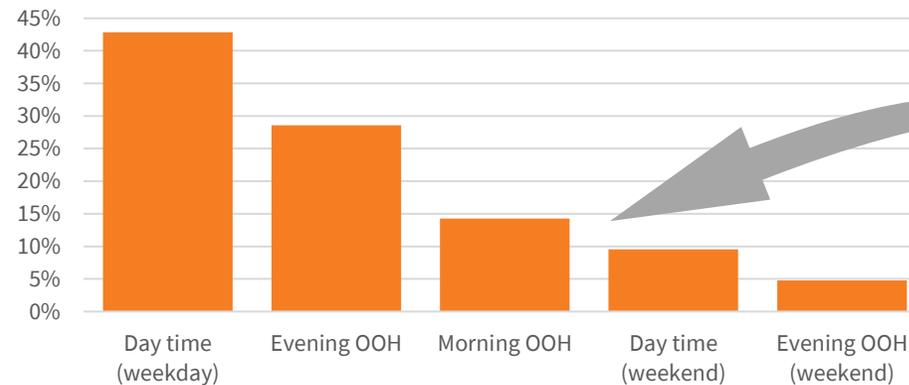
Who has completed this self assessment?



Which day of the week?



What time of day?

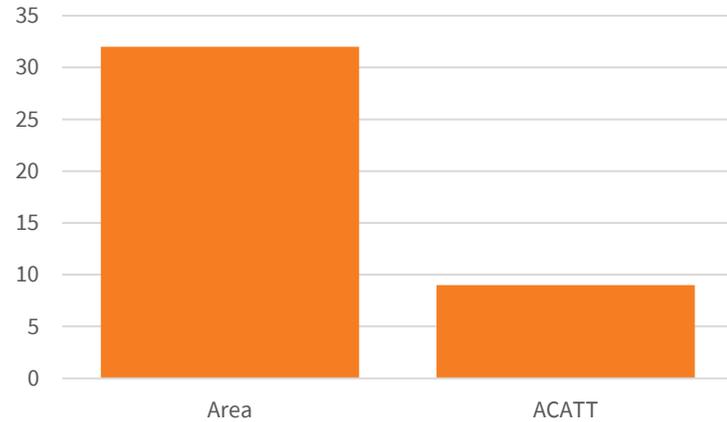


67% of referrals received Morning OOH were before 7am

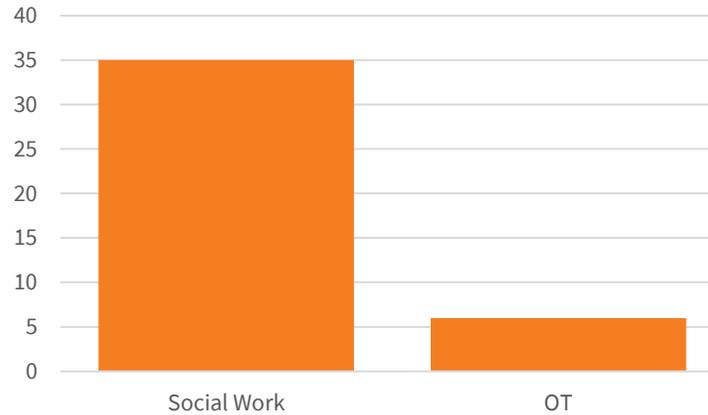
Self Assessment outcomes*

This data is taken from all referrals received between 03/10/23 – 18/02/24

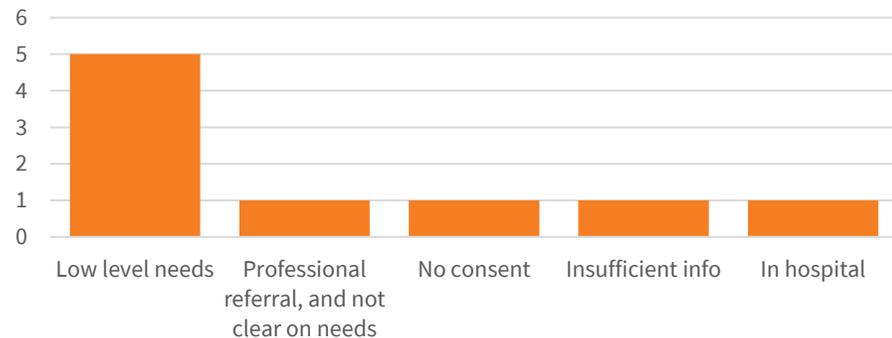
Who is responding to Self Assessments?



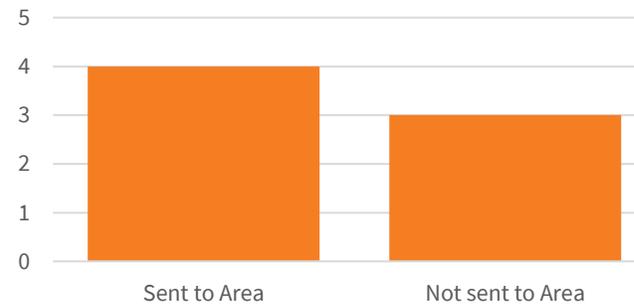
Types of referral



Reason for ACATT intervention



Conclusion of ACATT intervention

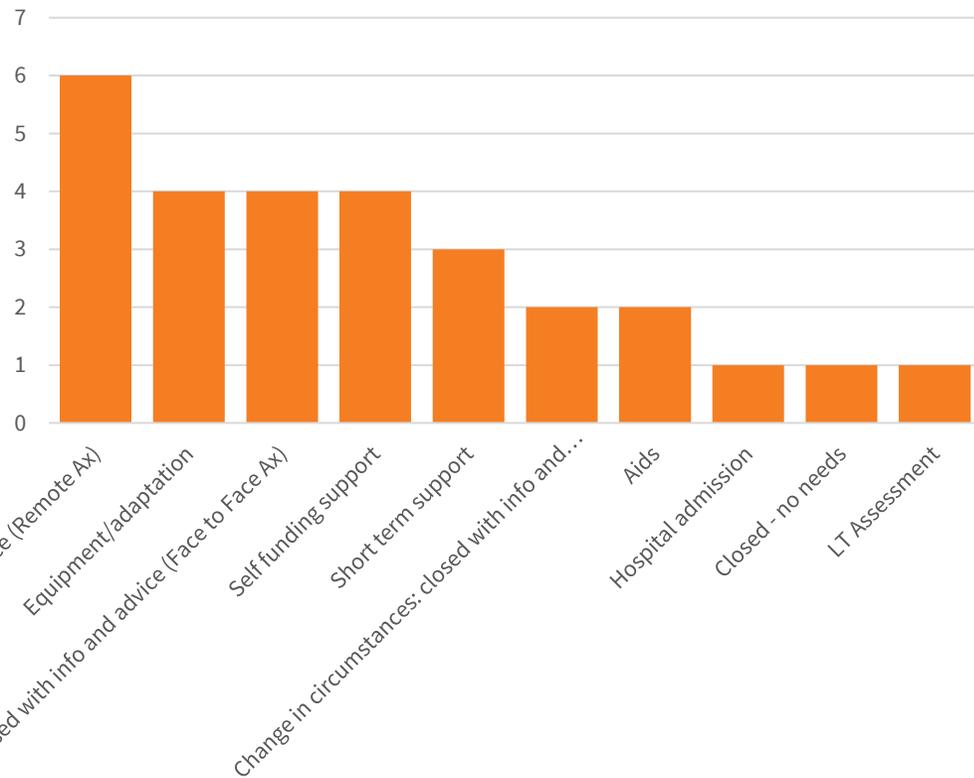


ACATT are adding limited value with these referrals due to the quality of the information coming through; we are exploring whether it would be more efficient for referrals to go straight to local teams in the future.

Self Assessment outcomes*

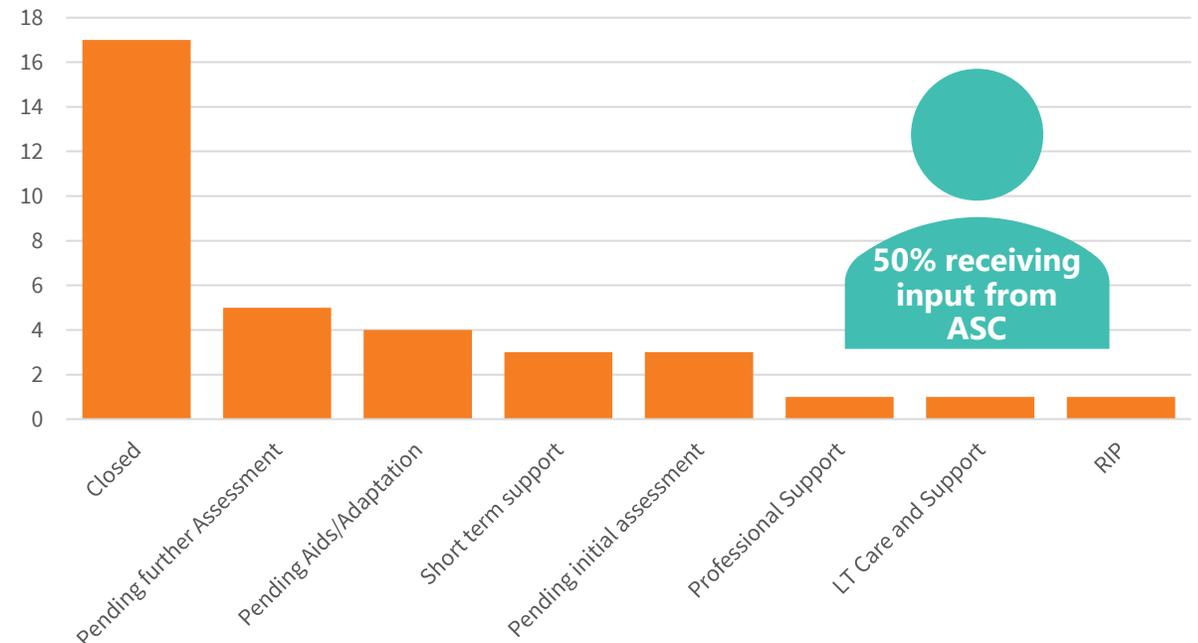
This data is taken from all referrals received between 03/10/23 – 18/02/24

Outcome following initial professional assessment



3 of these people would have been able to resolve their enquiry themselves with improved online information about health Mobility assessments

Outcome at 6 weeks



Average days to agree initial outcome
(i.e. complete initial professional assessment)



13 days

Business as usual arrangements

The following are established:

- ASC webpage information pages updated to link to Online Information Finder
- Operational work flow and triage route via ACATT
- Operational leadership from ACATT Service Manager
- Customer Experience reporting routes and regular analysis
- Monitoring and repairing weblinks via ACATT Business Services support
- Monitoring and reporting (manual)
- Embedded process for small scale improvements to forms and outputs
- Regular formal review (Spring 2024 will be first review)

	Outstanding	Status
1	Embedded monitoring and reporting (Mosaic) via Management Information reports	Being scoped
2	Granicus reporting and styling	Being scoped
3	Updates to Adult Care Leaflets via the Information Team	Designed, pending completion
4	Further communications to promote (internal and external)	To do

What does good look like?

Derbyshire residents are:

- Able to **directly access tailored information and advice** that helps them to live their best life
- Able to request assistance from Adult Care via **a medium that suits them**
- Able to do this **at a time that suits them**
- Where it is needed, they receive a **timely response from Adult Care**
- Able to tell **their own story and not have to repeat this** at different stages of an assessment

How will we know if we've achieved this?

Develop meaningful performance indicators, to help us understand:

- Was the information and advice accessible and appropriate for their situation? (*online user feedback in place*)
- Are people able to access the information finder and self-assessment (*usage data in place – to be established as automated*)
- Are appropriate response times achieved (*Mosaic data – pending updates*)
- Whether people accessing an Adult Care response need this (*Mosaic data – to be established as automated*)
- Did the person journey through to their Adult Care outcome without having to repeat their story (*User feedback – not yet in place*)



Conclusions and Next Steps

The introduction of the self-assessment process has broadly been very successful and is now established as business as usual.

The following next steps are required to support the continued efficacy of this work:

- **KPIs** need to be embedded and reported on (as per previous slide)
- **Google analytics** data developments required to include details of usage
- **Communications** activities to be revisited now that this is business as usual (leaflets, further external and internal promotion)
- Future reviews will report via the Quality Assurance Board

