

# Have your say on changes to CareOnline



## Tell us how this might affect you

[www.leicestershire.gov.uk/proposed-changes-to-care-online](http://www.leicestershire.gov.uk/proposed-changes-to-care-online)

The consultation begins on 11 April 2018 and will end at midnight on 22 May 2018. Please read this document and complete the online survey if you are able to. Available on request:



**Phone survey**



**Large Print**



**Easy Read**

If you need help to complete this questionnaire please call 0116 305 0016 or email [careonlinesurvey@leics.gov.uk](mailto:careonlinesurvey@leics.gov.uk)

**The council is asking residents for their views on proposed changes to its CareOnLine service.**

Over the next four years the council has to cut its costs by a further £50 million, in addition to the £178 million already saved. CareOnLine is a service which offers advice, training and technical support, as well as some devices and software, to vulnerable people who need help to get online. The service costs about £100,000 per year to run and helps in the region on 350 people a year.

The council is proposing to stop CareOnLine and use more cost effective ways to get people online. Since CareOnLine was first introduced other organisations now offer a similar service. Many voluntary and community sector organisations have developed services which support people, including vulnerable adults, to become digitally enabled. More people are also able to access the internet and are familiar with computers and assistive technology and software is more affordable.

As there are now more resources and support services available for people to access around their digital needs, the council wants to understand how the possible alternatives will meet service users needs.

## What is the current service?

CareOnLine is part of the Communities & Wellbeing Service at Leicestershire County Council. The service provides advice, technical support and training on assistive computer devices and software to vulnerable adults in the community.

This enables service users to have the knowledge, confidence and skills to use computers and the internet. The service also loans some ICT equipment to some service users. This includes specialist software and accessibility aids.

The service is usually accessed by people who have limiting conditions such as frailty, mental health problems, visual impairments and long-term health conditions or disability.

Referrals to CareOnLine are received via social care workers, First Contact Plus, third parties such as charities or people can refer themselves. Services offered are person centred, and customised to each individual's goals, needs and circumstances. Due to the nature of referrals and circumstances, eligibility assessments are carried out in the referred person's home in order to risk assess and agree to a personalised service plan.

## Examples

The stories below are fictional characters – but they're based on real examples.

### **'Bob'**

'Bob' has limited physical mobility, learning difficulties and uses a wheelchair. 'Bob' also has limited hand movement and he needs 24 hour care and support. 'Bob' was provided with a laptop and one-to one tutor sessions through CareOnLine which has given him the independence and opportunity to learn something new and explore new interests on the computer. "Using the computer and typing keeps my hands moving, giving them some exercise, and typing stories, listening to music and looking at the internet for lots of different subjects, keeps me interested and my mind active."

**‘Chrissie’**

‘Chrissie’ has been blind from birth and has a hearing impairment. She was assisted by CareOnLine to access a computer, screen reading software and was provided with specialist training. As a result of this support she is now able to maintain her independence by being able to control her direct payment care service more effectively on the computer. ‘Chrissie’ is able to keep in contact with her friends via email and volunteer for a charity. This has had a real effect on her quality of life.

**‘Rita’**

‘Rita’ is an elderly and frail lady who lives alone. ‘Rita’ lost one of her sons to cancer, has a daughter who lives nearby and another son who relocated to Japan 24 years ago and has never returned to England. With the help of CareOnLine and Skype, ‘Rita’ is now able to video call and has face to face contact with her son who lives in Japan for the first time in 24 years.

**‘Mo’**

‘Mo’ has been blind since he was a toddler. He lives with his guide dog. He is well educated but has been out of work for over 6 years. CareOnLine provided ‘Mo’ with a laptop. ‘Mo’ was trained by CareOnLine to use specialist software as well as touch-screen devices, with the aim of gaining employment. This included research on potential employers and interview skills.

Late in 2017, ‘Mo’ secured a job in the public sector as an Admin Officer. He is already a valued member of staff at work, as he has recently been elected as Union Rep for Disabled people there.

## **What are we consulting on?**

The council is proposing to:

- Decommission the CareOnLine service as it operates currently
- Signpost existing users to a range of services and find suitable alternative support
- We want to hear your views on the proposals to enable us to understand if the alternatives will be able to support users who previously relied on CareOnLine and if further support is required.

## **What services could offer alternative support?**

A range of services that offer similar support to CareOnLine already exist. Whilst we recognise that these other services do not provide a direct match for CareOnLine, we believe that they do provide an alternative to many of the elements of the current service. Subject to this consultation, we aim to start discussions with the providers of these services to understand what training and support, if any, they may need to be able to accommodate service users who are currently referred to the CareOnLine service.

**We have provided further detail about the possible alternatives below:**

### **Council's Community Life Choice Framework (CLC)**

The Community Life Choices Framework offers a variety of services and activities through independent providers to around 650 people. It is only available to people who have a council-managed budget for care and support. People can choose to pay for support from their personal budget.

The aim is to meet the needs of service users with a learning disability, physical disability (including sensory impairment and acquired brain injury), mental ill-health and older persons, through the provision of meaningful activities during the daytime, with a focus on progression and community integration.

The services provided are based in the community or in a building, and cover one or more of the four categories of support below:

- Increasing independence
- Personal and skills development
- Community engagement
- Health and wellbeing

### **AbilityNet**

AbilityNet is a charity that supports disabled and older people to use digital technology. The charity has a free telephone helpline for enquiries around computer advice and information. AbilityNet also has a local team of trained IT volunteers who carry out home visits to provide technology support.

The IT volunteers are able to provide service users with advice on computer hardware and software as well as installing suitable equipment, advising on computer and internet security, solve some networking problems and support service users to learn some basic computer skills.

*[www.abilitynet.org.uk/at-home](http://www.abilitynet.org.uk/at-home)*

### **Vista**

Vista is one of the oldest and largest local charities which operates in Leicester, Leicestershire and Rutland and has around 250 staff. Vista provides a service to children and adults with sight loss, hearing loss and dual sensory impairments by providing information, advice and guidance at the point of diagnosis to support individuals affected by sight and hearing loss.

Vista also provides practical support such as mobility and orientation, life skills, communication and community day services to enable people to remain safe and independent in their own homes and out in the community. They deliver a digital technology service which offers support with the use of electronic aids to assist in overcoming day to day issues and to become more digitally aware.

*[www.vistablind.org.uk](http://www.vistablind.org.uk)*

## **Enrych**

Enrych has provided a volunteer befriending service in Leicestershire for the past 30 years. The service offers both short and long term support and currently has around 60 volunteers. The service currently receives referrals from Leicestershire County Council's adult social care service, but not exclusively.

Similar to CareOnLine Enrych carries out home visits to assess the needs of the client and risk assesses, matches and allocates the client with a trained and suitable volunteer. Volunteer visits will depend on the client's assessed need and will be aligned to the Enrych's current operational model which offers both weekly and ad hoc visits.

*[www.enrych.org.uk](http://www.enrych.org.uk)*

## **Voluntary Action South Leicestershire (VASL)**

VASL work with older people over the age of 60 who live alone in Harborough District and who do not have a diagnosis of a severe mental health condition or dementia.

They offer a digital service through their 12 volunteers who carry out home visits for isolated people and show them how to use the internet, connect and keep in touch with like-minded people, access fun and enriching activities through social media platforms such as Skype and Facebook.

*[www.valonline.org.uk](http://www.valonline.org.uk)*

## **Age UK**

Age UK's digital champions work across Leicestershire and Rutland and offer a service to people who are over 50 years of age. The digital champions offer events, demonstrations and courses to introduce digital technology to older people helping them to get online, set up a device or deal with more advanced questions on specific queries. They also provide some of the latest devices for people who would like to try before they buy. All sessions are held in an informal, relaxed environment and are set at the pace of the learner.

*[www.ageuk.org.uk/leics](http://www.ageuk.org.uk/leics)*

## **Additional Support Services**

Other services that could offer support to people who may access CareOnLine:

### **Leicestershire County Council Local area coordinators**

Our Local Area Co-ordinators aim to improve the health and wellbeing of individuals and communities. This helps to reduce demand on public services (mainly health and social care), preventing people from reaching crisis, and requiring costly care and support services. The eight Local Area Co-ordinators will initially work closely with GP surgeries, adult social care teams and the police, in order to identify individuals who may benefit from support, as well as developing a presence within their ten local communities.

*[www.leicestershire.gov.uk/local-area-co-ordinators](http://www.leicestershire.gov.uk/local-area-co-ordinators)*

## **Age UK**

Age UK offers a free befriending service offering regular visits or phone calls to people who are socially isolated or feel alone in Leicester, Leicestershire and Rutland.

*[www.ageuk.org.uk/leics](http://www.ageuk.org.uk/leics)*



## **Voluntary Action South Leicestershire ( VASL)**

VASL's Community Champions visit people at home for a social chat or to go out together. Volunteers are matched to the service users for a year to allow time to build their social confidence and connections and to access information, groups and support. Volunteers support service users to build new friendships, enjoy new opportunities and connect them to other services. The service also offers telephone champions who telephone isolated people on a regular basis, giving them companionship, support and information. As well as Pen pals who correspond with people through the regular exchange of news filled letters.

*[www.valonline.org.uk](http://www.valonline.org.uk)*

### **What happens next?**

We are currently asking for people's views. We will collate all the feedback we receive and prepare options for the council's Cabinet to consider. No final decisions have been made yet. The final decision will be made by Cabinet later this year. Any transition process will not start until after a decision has been made by Cabinet. In the interim we would continue to provide support for people whose support had already been agreed at the initial assessment stage. Referrals can continue to be made to CareOnLine but may not be seen through to completion.

Anyone we have loaned equipment to will have an opportunity to keep the equipment and take on the responsibility of maintaining the equipment and software. People can also choose to return the equipment and we will arrange for collection. We will continue to provide access to the telephone support service and signpost service users who have already had full training and support from the CareOnLine service until a decision on the most suitable proposal has been made by Cabinet following the close of this consultation.

**Who would this impact?**

- The proposed changes will affect:
- Service users currently receiving support through our CareOnLine service
- People who are in the assessment process
- Future service users who may need support or assistance to use assistive technology

**How will the consultation work?**

We would like to hear from residents, users of our services and partner organisations. The consultation begins on 11 April 2018 and will end at midnight on 22 May 2018.

To submit your views please fill out the online survey if you are able to. However, we understand that this is not always possible so a telephone survey is also available if required.

An easy read version and paper copies will be made available upon request.

**Survey link**

<https://surveys.leics.gov.uk/snapwebhost/s.asp?k=152342465778>

**Accessible version for screen readers**

<https://surveys.leics.gov.uk/snapwebhost/s.asp?k=152342520035>

*If you need help to complete this questionnaire, or have any questions about the consultation please call 0116 305 0016 or email [careonlinesurvey@leics.gov.uk](mailto:careonlinesurvey@leics.gov.uk)*

*Your feedback is important to us and will be used to inform the decisions.*

ਜੇ ਆਪ ਆ ਮਾਭਿਤੀ ਆਪਨੀ ਆਖਾਮਾਂ ਸਮਝਵਾਮਾਂ ਥੋੜੀ ਸਦਦ  
ਓਝੜਤਾਂ ਡੋ ਤੋ 0116 305 0016 ਨੰਬਰ ਪਰ ਫ਼ੋਨ ਕਰਥੋ ਅਨੇ  
ਅਸੇ ਆਪਨੇ ਸਦਦ ਕਰਵਾ ਓਵਸਥਾ ਕਰੀਥੁੰ.

ਜੇਕਰ ਤੁਹਾਨੂੰ ਇਸ ਜਾਣਕਾਰੀ ਨੂੰ ਸਮਝਣ ਵਿਚ ਕੁਝ ਸਦਦ ਚਾਹੀਦੀ  
ਹੈ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ 0116 305 0016 ਨੰਬਰ ਤੇ ਫ਼ੋਨ ਕਰੋ ਅਤੇ  
ਅਸੀਂ ਤੁਹਾਡੀ ਸਦਦ ਲਈ ਕਿਸੇ ਦਾ ਪ੍ਰਬੰਧ ਕਰ ਦਵਾਂਗੇ।

এই তথ্য নিজের ভাষায় বুঝার জন্য আপনার যদি কোন  
সাহায্যের প্রয়োজন হয়, তবে 0116 305 0016 এই নম্বরে  
ফোন করলে আমরা উপযুক্ত ব্যক্তির ব্যবস্থা করবো।

اگر آپ کو یہ معلومات سمجھنے میں کچھ مدد درکار ہے تو براہ مہربانی اس نمبر پر کال کریں  
0116 305 0016 اور ہم آپ کی مدد کے لئے کسی کا انتظام کر دیں گے۔

假如閣下需要幫助，用你的語言去明白這些資訊，  
請致電 0116 305 0016，我們會安排有關人員為你  
提供幫助。

Jeżeli potrzebujesz pomocy w zrozumieniu tej informacji  
w Twoim języku, zadzwoń pod numer 0116 305 0016,  
a my Ci dopomożemy.

## Have your say on proposed changes to the CareOnLine service

Leicestershire County Council is currently undergoing a significant period of change. The Council is investing in Social Care, but also has to make £50m of savings over the next four years. This is in addition to the £178m saved since 2010. This means difficult decisions about services in all areas of the Council's work.

The current Leicestershire CareOnLine service costs about £100,000 per year, and helps in the region of 350 people a year with providing advice, training, technical support as well as access to assistive technology devices and software.

Since CareOnLine was introduced other organisations, especially in the voluntary and community sector, have developed which offer services that enable people, including vulnerable adults, to become digitally enabled. More people are able to access the internet and are familiar with computers, in addition assistive technology and software is now more commonplace. As there are now more support services and resources available for people to become digitally enabled the Council is consulting on whether to end the CareOnLine service and seek to signpost current and future users to these alternative provisions.

Please read the supporting information provided before completing the questionnaire.

Thank you for your assistance. Your views are important to us and will be used to inform the decisions.

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Please note: Your responses to the main part of the survey (Q1 to Q14, including your comments) may be released to the general public in full under the Freedom of Information Act 2000. Any responses to the questions in the 'About you' section of the questionnaire will be held securely and will not be subject to release under Freedom of Information legislation, nor passed on to any third party.

Q1 What is your interest in this consultation? Please select one option only.

- |   |                |
|---|----------------|
| <input type="checkbox"/> Current user of the CareOnLine service   | Go to Q4       |
| <input type="checkbox"/> Previous user of the CareOnLine service  | Go to Q3       |
| <input type="checkbox"/> Interested member of the public  | Go to Q6       |
| <input type="checkbox"/> Leicestershire County Council staff  | Continue to Q2 |
| <input type="checkbox"/> Representative / staff / volunteer of an organisation making referrals to CareOnLine                 | Continue to Q2 |
| <input type="checkbox"/> Representative / staff / volunteer of an organisation providing alternative digital support services | Continue to Q2 |
| <input type="checkbox"/> Representative of another organisation   | Continue to Q2 |
| <input type="checkbox"/> Other (please specify)   | Continue to Q2 |

Please specify 'other'

Q2 If you represent an organisation, please give your details.

Name:

Organisation:

This information may be subject to disclosure under the Freedom of Information Act 2000

Go to Q6

## Your use of CareOnLine

Q3 How long ago did you last use the CareOnLine service? Please select one option only.

- Within the last year
- Between 1 and 2 years
- Longer than 2 years ago
- Don't know / can't remember

Q4 If you are or have been a service user, please indicate the type of support you access(ed) from CareOnLine. Please tick all that apply.

- |   |                |
|---|----------------|
| <input type="checkbox"/> Training   | Go to Q6       |
| <input type="checkbox"/> Advice   | Go to Q6       |
| <input type="checkbox"/> Technical support                                  | Go to Q6       |
| <input type="checkbox"/> Equipment loan                                     | Go to Q6       |
| <input type="checkbox"/> CareOnLine website (discontinued in December 2016) | Continue to Q5 |
| <input type="checkbox"/> Other (please specify)                             | Go to Q6       |

Please specify 'other'

Q5 If you used the CareOnLine website, what did you use it for?

## Proposed alternative services

The supporting document includes details of alternative services that could be used instead of CareOnLine. Whilst we recognise that these other services do not provide a direct match for CareOnLine, we believe that they do provide an alternative to many of the elements of the current service. The following questions ask for your views about these alternative services.

Q6 To what extent do you agree or disagree that these alternative services would be able to meet...?

	Strongly agree	Tend to agree	Neither agree nor disagree	Tend to disagree	Strongly disagree	Don't know/ Not applicable
Your digital support needs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
People's digital support needs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Why do you say this?

Q7 Are there any areas of need that are currently supported by CareOnLine which you feel would not be supported by the alternative services detailed in the supporting document?

Q8 How important, if at all, are these activities to you/ service users?

	Very important	Fairly important	Not very important	Not at all important	Don't know
Communicating with friends and family	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Accessing information and services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Living independently	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Shopping online	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Banking online	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Increasing skills and knowledge	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Gaining employment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Maintaining health and wellbeing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q9 How, if at all, do you think the alternative services would affect your/ service users ability to carry out the following activities?

	Make it much harder	Make it a little harder	No difference	Make it a little easier	Make it much easier	Don't know / not applicable
Communicating with friends and family	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Accessing information and services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Living independently	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Shopping online	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Banking online	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Increasing skills and knowledge	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Gaining employment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Maintaining health and wellbeing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q10 Are there any other activities that you undertake which you feel the alternative services would have an impact upon? Please describe the activities and the impact that you feel the alternative services would have on them.

Q11 Do you have any further comments about the potential impact of these proposals, including anything else we could do to reduce any negative impacts of these proposals?

Q12 Are you aware of other alternative services available that could meet digital support needs?

## The proposals overall

Q13 To what extent do you agree or disagree that the proposals provide a reasonable way forward?

Strongly agree	Tend to agree	Neither agree nor disagree	Tend to disagree	Strongly disagree	Don't know
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q14 Do you have any other comments?



## About you

Leicestershire County Council is committed to ensuring that its services, policies and practices are free from discrimination and prejudice and that they meet the needs of all sections of the community.

We would therefore be grateful if you would answer the questions below. You are under no obligation to provide the information requested, but it would help us greatly if you did.

Q15 What is your gender identity?

- Male
- Female
- Other (e.g. pangender, non-binary etc.)

Q16 Is your gender identity the same as the gender you were assigned at birth?

- Yes
- No

Q17 What was your age on your last birthday? (Please enter your age in numbers not words)

Q18 What is your full postcode?

This will allow us to analyse responses from different areas. It will not identify your house.

Q19 Are you a carer of a person aged 18 or over?

- Yes
- No

Q20 Do you have a long-standing illness, disability or infirmity?

- Yes
- No

Q21 What is your ethnic group? Please tick one box only.

- White
- Mixed
- Asian or Asian British
- Black or Black British
- Other ethnic group

Q22 What is your religion?

- |  |   |
|--|---|
| <input type="checkbox"/> No religion                   | <input type="checkbox"/> Jewish             |
| <input type="checkbox"/> Christian (all denominations) | <input type="checkbox"/> Muslim             |
| <input type="checkbox"/> Buddhist                      | <input type="checkbox"/> Sikh               |
| <input type="checkbox"/> Hindu                         | <input type="checkbox"/> Any other religion |

Q23 Are you an employee of Leicestershire County Council?

- Yes  
 No

Q24 Many people face discrimination because of their sexual orientation and for this reason we have decided to ask this monitoring question. You do not have to answer it, but we would be grateful if you could tick the box next to the category which describes your sexual orientation.

- |  |                                  |
|--|----------------------------------|
| <input type="checkbox"/> Bi-sexual               | <input type="checkbox"/> Lesbian |
| <input type="checkbox"/> Gay                     | <input type="checkbox"/> Other   |
| <input type="checkbox"/> Heterosexual / straight |                                  |

Thank you for your assistance. Your views are important to us.

Please return your completed survey to:

CareOnLine Consultation  
Leicestershire County Council  
Have Your Say  
FREEPOST NAT18685  
Leicester  
LE3 8XR

**Data Protection:** Personal data supplied on this form will be held on computer and will be used in accordance with the Data Protection Act 1998. The information you provide will be used for statistical analysis, management, planning and the provision of services by the county council and its partners. Leicestershire County Council will not share any information collected from the 'About you' section of this survey with its partners. The information will be held in accordance with the council's records management and retention policy. Information which is not in the 'About you' section of the questionnaire may be subject to disclosure under the Freedom of Information Act 2000.