

Here is the HCC response to the review of carers' assessment information:

Thank you very much for the feedback regarding accessing information about carers' assessments on hants.gov.uk and on Connect to Support Hampshire. It is very important for us that Hampshire residents are able to access, and to understand, information about services and support available to them and we can assure you that all your comments will be taken on board.

As an immediate action, we have updated the information on the [Connect to Support Hampshire page](#) so that there is now a section title including "Carers assessment" and we have included an explanation of eligibility criteria.

The [Carers Assessment](#) page on Hantsweb was written in consultation with a carers co-production group a couple of years ago. However, we are more than happy for the Carers Partnership Board to review this page and suggest amends. We agree that a simple explanation of eligibility criteria (such as on the CTSH page now) would be worthwhile as an addition.

We will look in detail at your specific recommendations to see what other improvements we may be able to make, although some (such as font etc on the HCC) are a matter of corporate style.

Since the mystery shopping exercise was undertaken, we have made a number of changes to our digital offer including a new online [Carers Needs Checker](#), which is accessed via the Carers Assessment page.

This gives carers the opportunity to assess their own needs at a time which is convenient to them and at their own pace. Part 1 is based on Care Act eligibility criteria. At the end of this section, carers will be given an indication, based on their answers, as to whether they may be eligible for support from us and would benefit from a further conversation. They will also be guided to relevant information and advice links, which they can email to themselves if they want. If they wish, they can continue to Part 2 where they can complete more detailed information about their needs and submit to Adults' Health and Care (AH&C) who will contact them within 5 working days to discuss their needs.

Since its launch in mid-May, over 70 of the Carers Needs Checkers have been completed and feedback has been very positive.

We know from our website analytics that most users access our HCC pages directly via a search engine search rather than by navigating to specific pages via the website. The HCC carers assessment page and the Connect to Support Hampshire carers support page usually rank as the first search result (sometimes after paid ads) when users are searching for "[Carers assessment Hampshire](#)" or "[carers support Hampshire](#)". Our high search engine ranking should, hopefully, make it easy for residents to find the information they need.

We also have a new-look [Contact page](#) (our most visited web page for Adults' Health and Care) which also has a specific section for unpaid carers directing them to the carers assessment page and to support and advice.

To relieve pressure on our contact centre, we do encourage residents to contact us via our online form rather than by telephone although our telephone number is available on our enquiry page for urgent enquiries. We hope the introduction of our online needs checkers will prove to be a more convenient way for carers to identify their own needs and to submit details to us rather than needing to telephone.

We are always open to feedback and suggestions regarding our AH&C website information. Residents can contact us at connectsupport@hants.gov.uk

Kind regards

Beverley Siddle
Information and Advice Manager
Adults' Health and Care