Information

Sheet Number:

2017-21/164

For Members

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| From: | Jan Stafford Strategic Manager Customers and Communities |

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| Date: | 17 December 2020 |

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| To: | Somerset County Council Cabinet Members |

**Access to information and advice – public survey**

How do Somerset residents currently find out what’s available in their community to help them and their families stay healthy and well? Do our professionals have an easy way to find out what’s available to support people? Is it easy for community groups to share what they do?

Whether it’s getting help for an older relative, finding activities for children, or searching for some health advice, there is a lot of information out there and knowing where to start can be a bit overwhelming.

**What’s the plan?**

* We want to make sure people can find good quality, up to date information and advice about what’s available in their local community.
* Working together, the Council and CCG are launching a survey to help us understand how people currently access information and advice.
* We want to ask our public, professionals and communities what currently works well and find out what could be better.
* Once we understand more about how things work now, we can begin to transform the way we help people in Somerset.

**How are we reaching people?**

* The survey will be launched in a press release and there will be an accompanying video which will be widely shared across Somerset.
* There will be a social media campaign as part of a comprehensive communications plan.
* Information about the survey will be made available in local newsletters, and in public spaces such as libraries, GP surgeries and community notice boards.

**What are the timescales?**

* The survey will be launched to the public from 10 December onwards and available until the end of February 2021.

**How do you share your views?**

We would really appreciate it if you could share your own views in our survey - it’s available now and you can take part [**here.**](https://forms.office.com/Pages/ResponsePage.aspx?id=BvYktXr3okqNov5wNDsMzjazkZR6AxZOnBF671pzQqtUQUJISERLWUhaRTZEVTUxUzg4Sk1FSldIQS4u)

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