



worcestershire county council

Hannah Perrott
Assistant Director – Communities
People Directorate
County Hall
Spetchley Road
Worcestershire
WR5 2NP

15th of November 2021

Ms Margaret Reilly
Healthwatch Worcestershire
The Civic Centre
Queen Elizabeth Drive
Persore
WR10 1PT

Dear Margaret

It was good to meet with you and John the other week to discuss the findings of the mystery shopping exercise Healthwatch carried out in February 2020. Whilst the exercise was carried out sometime ago, the learning is still relevant, and I agreed to formally respond on behalf of Worcestershire County Council.

Throughout the COVID-19 pandemic Here2Help was developed as a One Worcestershire community action scheme across Worcestershire. It was originally dedicated to helping those who needed support during the COVID-19 pandemic and to date Here2Help has supported thousands of residents with access to food, medication, and local services. As we start to emerge from the pandemic, Here2Help will continue to support people with these activities, whilst evolving to offer a wider range of services across Worcestershire to help support residents with their health and wellbeing. The further development of Here2help is a fundamental part of the Council's People and Communities and our ambition to promote independence, keep people safe and enable people to live and age well.

The County Council is supportive of all 14 recommendations within your report and will take all of these on board in the further development of Here2Help, the front door into adult social care and its broader information, advice and guidance responsibilities.

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More specifically, as Here2Help develops we will ensure that all relevant links to other services and areas are maintained. We are investing resource into this recognising that there a need to constantly develop websites to keep the content relevant. We note the language and terminology concerns, and we endeavour to keep Here2Help as straight forward as possible but will continue to be mindful of this in the future. Worcestershire's Care Directory is now linked to Here2Help and will we also continue to maintain this information.

As part of wider service developments, we are improving the processes, systems and access to adult social care. This will include improved self-service, greater promotion and access to local community based support and advice and guidance. To help oversee and contribute to these developments we have developed a resident forum to work with who can provide the challenge and support. If you have any volunteers that would want to be part of this resident forum then let me know.

I would really welcome a repeat 'mystery shopper' exercise to check back on the progress we've made and suggest summer 2022 as a good time to do this. I welcome your thoughts on this.

If you need any further information, please don't hesitate to contact me.

Yours Sincerely

A handwritten signature in black ink, appearing to read 'H Perrott', is written over a light grey rectangular background.

Hannah Perrott (Assistant Director for Communities)