

Information, Advice and Signposting (IAS) Hub and new Digital, Web based system for Herefordshire

Two services, two providers

Coordinated together in one implementation project to realise shared objectives



IAS Hub

Provided by **S**ervices for **I**ndependent **L**iving

Digital Web system

Supplied by System Associates Ltd



Shared Objectives

Enable citizens to find and take up the care and support they need quickly and easily

Promote self help, independence and choice through universal, community based and preventative opportunities and services

Help ensure that statutory and high intensity care and support is **utilised only when appropriate**

Enable people of all ages and their families and carers to find what they need.

Enable more providers to respond more quickly and effectively to citizens

Ensure compliance with the Care Act 2014 and Children and Families Act 2014



Digital Web based system Three elements

- **Information, advice and signposting**
 - customer pathway and search options
 - all age/whole system approach, linking to NHS systems
- **Assessment**
 - People can do their own assessment online and plan their support
 - Council staff can use the system to do different types of assessment
 - Integration with other systems, so less duplication
- **Emarketplace**
 - Fully integrated with Information, advice and assessment
 - Content vetted by council to reassure people about quality
 - Option for people to buy equipment or services online, when they are ready..



IAS Hub;- Core Roles

- Face to face in Hereford Centre, with regular and pop up sessions in towns and villages
- By telephone and email
- Promoting direct use of the online Web system by citizens, including supported self assessment
- Mutual and trusted referral arrangements with Adults and Wellbeing ART service and others, including Children's Wellbeing and Wye Valley
- Continually maintain and extend the community based, local and informal directory information.



Implementation Web system and IAS Hub

- A single, shared name, brand and visual identity
- One project group and project management approach
- Implementation primarily between May and August 2015
- Focus on detailed plans and the needs of service users and citizens
- Combined marketing and public launch in August



Implementation IAS Hub with SIL

- Finding and equipping suitable premises in Hereford
- Satellite venues and partnerships with Wellbeing Hubs to ensure the best access for customers throughout the county.
- Recruitment of staff and volunteers
- Involvement of HVOSS and other organisations to help make it a success.
- Referral and signposting relationships
- Public launch



Implementation Web system

- Finalising branding and look and feel requirements
- Test and agree prototype of how the system will work
- Agree and develop assessment tools
- Collect and enter all the information needed to make the system work
- Bringing providers on board for Emarketplace
- Emarketplace launch in October 2015

