

Adding information to ALISS

Introduction

ALISS – A Local Information System for Scotland – has the vision that everyone in Scotland can access the information they need to help them live well.

The ALISS Programme is funded by the Scottish Government and delivered by the Health and Social Care Alliance Scotland (the ALLIANCE).

ALISS aims:

- To increase the availability and accessibility of information about services, groups, activities, and resources that can impact on the health and wellbeing of the people of Scotland, particularly those living with long term conditions, disabled people, unpaid carers, and people facing disadvantage.
- To support people, communities, professionals, and organisations to share information on services, groups, activities, and resources that can impact on the health and wellbeing of the people of Scotland.
- To thereby make a significant contribution to improving the health and wellbeing of the people of Scotland.

To achieve these aims, the ALISS programme:

- Provides a searchable web-based information platform, allowing users, both professionals and the public, to locate relevant local, regional and national services, groups, activities and resources, particularly in the third sector.
- Provides and supports a growing number of alternative means of accessing this information through partner platforms.
- Engages with people, communities, professionals, and organisations, to support and enable their sharing, and the co-production of, information about services, groups, activities and resources through ALISS and its partner platforms.
- Engages at a national level with decision makers to ensure ALISS keeps pace with developments in health and social care.
- Works to ensure that it maximises its use of advances in digital technology.

Background

The quality of the information added to ALISS is a key factor in ensuring that users of the system obtain relevant search results, with the correct details, to allow them to make an informed decision to answer the question “is this service or activity for me?”

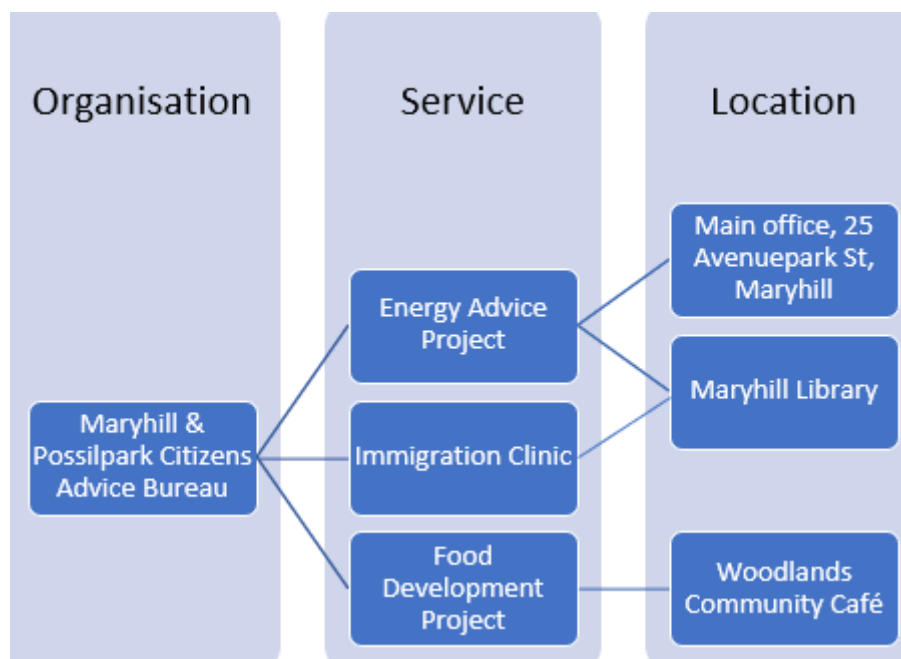
Audience

All users adding data into www.aliss.org should use the guidelines outlined in this document. This document will be available on www.aliss.org as a download, and the guidelines will be included as prompts when users enter organisational or service information.

Data Structure

ALISS data is organised using an **Organisation > Service > Location** structure.

E.g., Maryhill & Possilpark Citizens Advice Bureau is an **organisation**, providing a variety of **services**, such as an Energy Advice Project, an Immigration Clinic, and a Food Development Project. The services may be available at a number of **locations**, e.g., Maryhill Library, Woodside Health Centre or Woodlands Community Café. However, location can also refer to the service area across which the service is available, e.g., Glasgow City Health and Social Care Partnership area.



Guide to adding entries to ALISS

The purpose of the table below is to outline the acceptable values for each field in the ALISS system. Guidance is also provided to assist users in creating the most effective listings, so that they can be easily located using direct searches on www.aliss.org and using search engines. You may also wish to view NHS 24's [Scotland's Service Directory](#), to see how ALISS data is shown there.

Heading	Item	Acceptable values and guidance
Organisation	Name	The name of how the organisation is known. (e.g., Volunteer Scotland is legally called Volunteer Development Scotland but everyone knows the organisation as Volunteer Scotland.)
	Description	<p>A brief overview of the organisation, keep it fact based and just describe what the organisation is, why it exists and what it does. It is recommended to write at least one sentence of description.</p> <p>Do not include any special category personal information (e.g., physical, or mental health information) in your entry.</p> <p>(750 characters max)</p>
	Phone	Main phone number of the organisation, this should be the general enquiry number or the number of the head office.
	Email	The official, general email of the organisation or the head office.
	URL	The full URL (the web address, including https://) of the homepage of the organisation's main website (e.g.: https://www.alliance-scotland.org.uk/)
	Facebook	The full URL to the Organisation's Facebook page (e.g.: https://www.facebook.com/ALLIANCEscot/)
	Twitter	The full URL to the Organisation's Twitter page, (e.g.: https://twitter.com/ALLIANCEscot)
Service	Name	The name of the service.

	Description	<p>A brief description of the service. This should just provide enough information for the user to decide whether or not to engage further with the specific service. Add information if a referral is necessary for accessing your service, let people know if they can self-refer or if it needs a professional referral. Add opening and closing times. Let people know if there is a charge for the service. Try and think of the person who is searching ALISS for your service, add words in the description that you think people would use to search for your service. (e.g., if the service is a peer support group for people living with cancer, make sure the words cancer and peer support are in the description.)</p> <p>It is recommended to write at least one sentence of description.</p> <p>Do not include any special category personal information (e.g., physical, or mental health information) in your entry.</p> <p>(750 characters max)</p>
	Phone	The main contact number for the service.
	Email	The main email address for the service.
	URL	The full address of the specific webpage for the service, (e.g.: https://www.alliance-scotland.org.uk/digital/aliss/)
	Category	<p>The category that best fits the service.</p> <p>Please do not try and make your service “fit” the categories as this will confuse the end user.</p> <p>At least one category must be added, up to a maximum of eight.</p>
	Locations	The locations that the service is available from. The locations field should only be used if the service is delivered from a specific location that a person can turn up to (e.g., food bank).
	Delivered across	The service areas field allows you to specify areas in which the service is available.

		<p>Only add "Delivered across" if:</p> <p>The service doesn't have a location (e.g., a phone helpline)</p> <p>The service is online</p> <p>The service visits a person's home (e.g., outreach services)</p> <p>If the service is provided by a local authority or Health board (e.g., Drug treatment services) add both a Location and Delivered across to the service page.</p>
Location	Name	<p>This is the name of the building or place where the service is run from, (e.g., St Matthew's Church, Venlaw Building or Glasgow Green).</p> <p>This should not be the name of the service.</p>
	Street address	The street address of the location with house number and street name only. This is critical information for showing service on map.
	Town	The town/locality of the location.
	Postcode	The postcode of the location.

Please refer to the [ALISS Privacy Policy](#) to see how we use any personal data entered onto ALISS.

For further information on the topics discussed in this document, please email hello@aliss.org.

The ALISS Programme is delivered by the Health and Social Care Alliance Scotland (the ALLIANCE), 349 Bath Street, Glasgow, G2 4AA, 0141 404 0239.

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