

RGUHack Scenario

“An 18 year friend of yours has left college and living with parents but is hanging around at your flat and doesn’t appear to want to return home. They disclose that they haven’t got any income and it is causing tension at home. You have noticed a change in your friend and they seem low in mood”

The Task

- Simple chat interface for use by anyone, regardless of the professional knowledge or technical ability.
- Type, or chat the scenario, and the tool asks follow up questions and summarizes for clarity.
- Using natural language, the interface needs to be engaging, empathetic and inquisitive, but it needs to be restrained and remove any risk of hallucinations.
- The tool should query multiple sources and prioritize the response. People often have multiple issues simultaneously and need clarity on whom to contact first.
- To prove the concept, we need this first iteration to signpost the user to the relevant services.

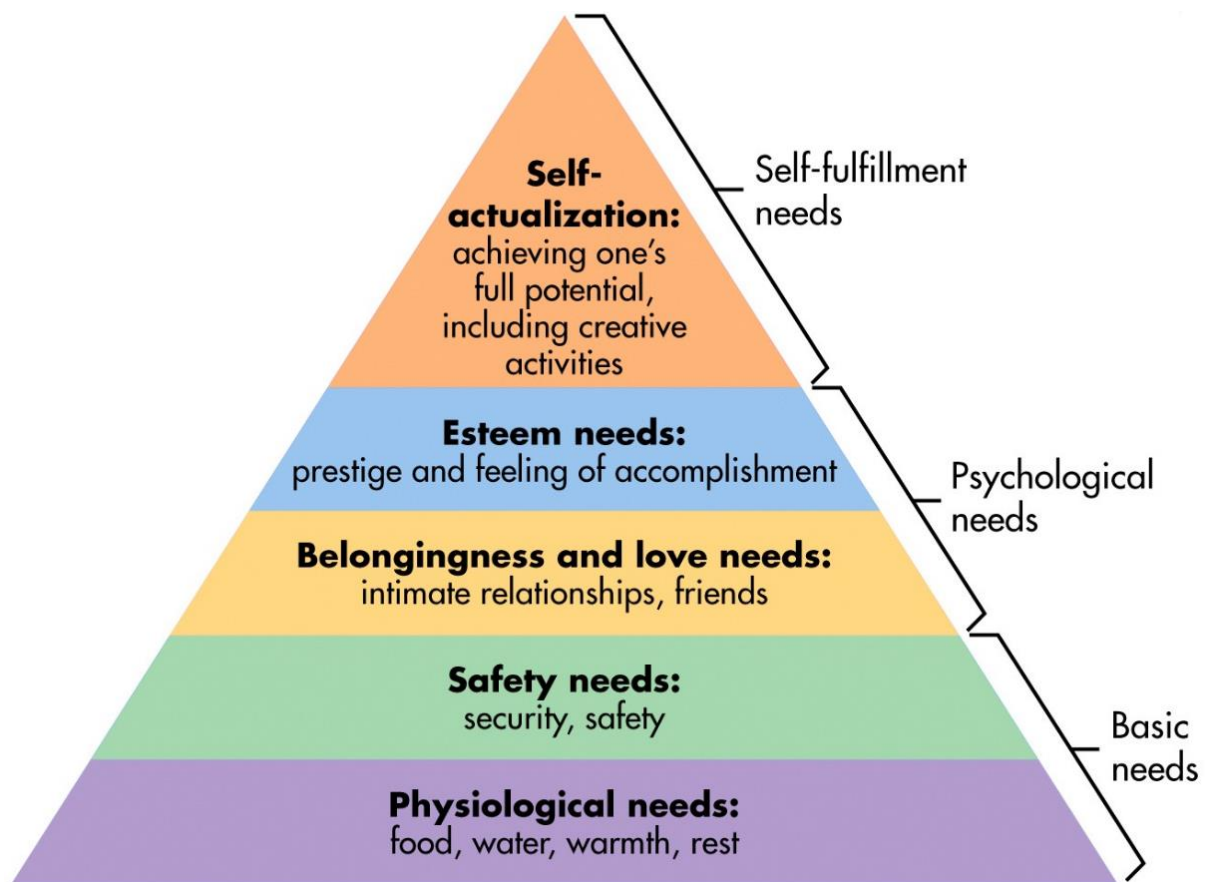
Tool Responsibility



1. Workforce Group Responsibilities

The responsibility of the Tool is positioned at the foundational level of this pyramid. It involves identifying areas of need, providing a list of contacts to support these needs, and explaining the rationale behind them.

Priorities





2. Maslow's Hierarchy of Needs




Maslow's Hierarchy of Needs provides a framework for understanding and prioritizing the various needs of individuals. By categorizing needs into five levels, it ensures that basic needs, such as shelter and safety, are addressed first. This approach creates a stable foundation for individuals, allowing them to progress towards higher-level needs like social connections and personal development.

In the scenario we would consider the prioritisation as follows:

1. Income – This is the cause of tension and is a basic need for food and security
2. Mental Health – They appear to be low in mood, this could exacerbate risking safety
3. Family
4. Job / Further education / Apprenticeship

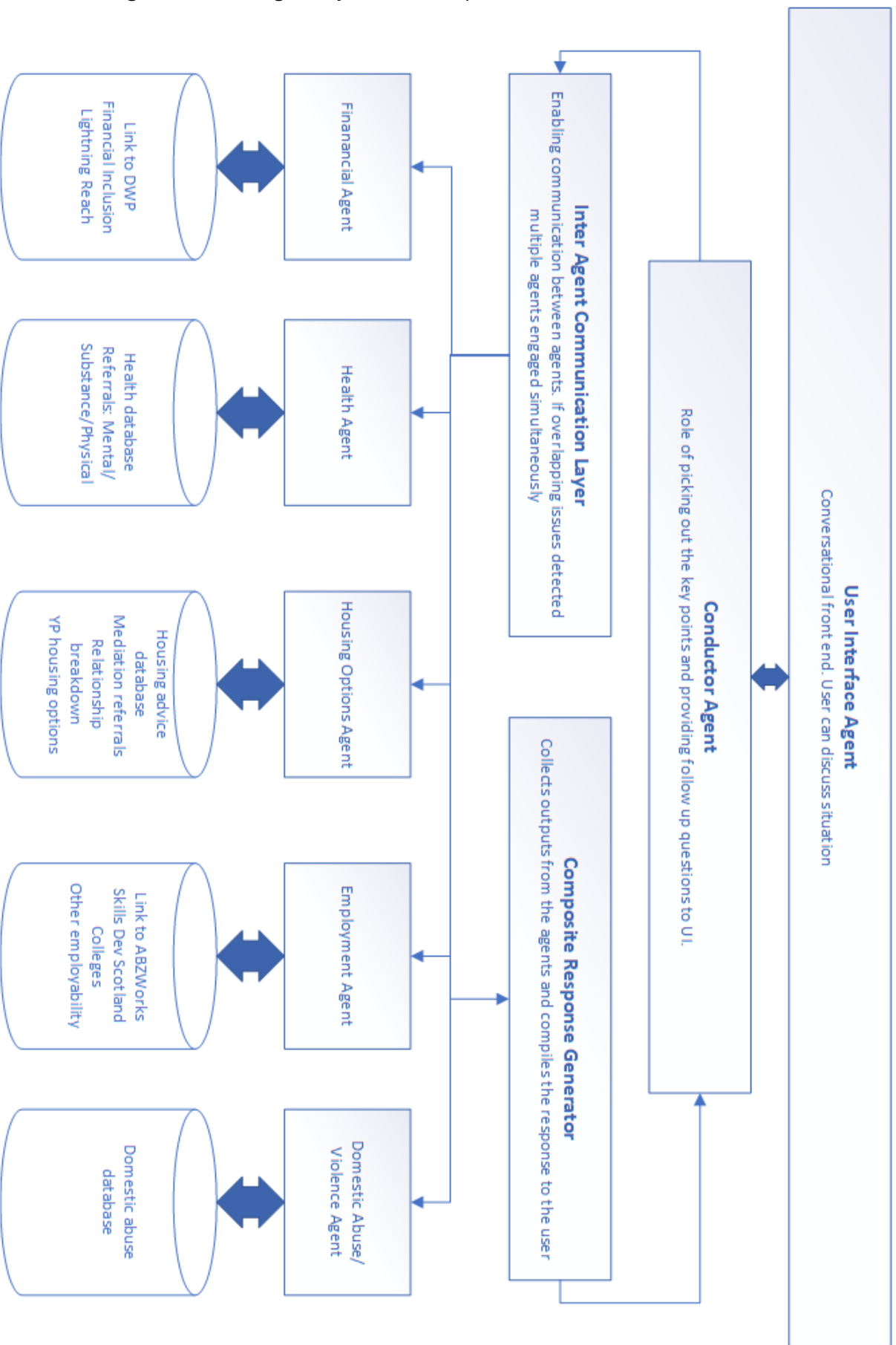
To develop the proof of concept we will look at the first 2 priorities

Priority 1 - Financial		Priority 2 - Mental Health	
Identified Need	Service	Identified Need	Service
Universal Credit	 <p>Citizens Advice Scotland Claiming Universal Credit can involve several stages, and we're here to make them easier for you. We can help with:</p> <ul style="list-style-type: none"> • Quick questions - answering queries as you make your own claim • Support to submit your claim - such as advice on how to set up email and bank accounts if needed, and working through claim 'to-dos' • Support to first payment - helping you apply for additional financial support and prepare for work coach appointments • Evidence checking - making sure all your claim evidence is correct • Telephone: Our Help to Claim helpline number is: 0800 023 2581. Please note, our helpline is open Monday to Friday, 8am-6pm. Calls to this number are free. 	Low mood	 <p>Breathing Space A confidential out of office hours telephone line for people over 16 experiencing low mood, anxiety or depression. Phone: 0800 83 85 87 Visit: breathingspace.scot</p>

<p>Employment /Skills</p>	 <p>ABZWorks ABZ Works is a service available to Aberdeen residents who are looking for support to develop confidence, knowledge, skills or experience so they can work towards achieving their goals of progressing into employment, education or training.</p> <p>We deliver a range of employability programmes for those aged between 16 and 67, supporting people from all walks of life and at all stages of their working life. We also provide a range of redundancy advice and support.</p> <p>Visit: ABZ Landing Page - ABZ WORKS</p>	<p>Low mood</p>	 <p>SAMH Information Service Whether you're seeking support, are looking for more information for you or someone you love, or if you just want to have chat about mental health, we're here to help. You can also speak to an advisor through our Live Web Chat which will pop up when an advisor is available. Available: 9am to 6pm, Monday to Friday Phone: 0344 800 0550 Email: info@samh.org.uk Visit: samh.org.uk/informationsevice</p>
<p>Scottish Welfare Fund</p>	<p>The Scottish Welfare Fund provides financial support if you are facing a crisis or need help to live in the community. This is normally in the form of a one-off grant to help with living costs. The fund does not cover ongoing expenses. You do not need to pay the money back.</p> <p>There are two kinds of grants.</p> <ul style="list-style-type: none"> • Crisis grants - to help meet immediate needs after an emergency or disaster. For example you can apply for things like food, heating costs, 	<p>Conflict Resolution</p>	 <p>Scottish Centre for Conflict Resolution If you're a young person experiencing conflict at home, we're here for you. Online resources. Visit: Young People - SCCR</p>

	<p>nappies, toiletries and travel.</p> <ul style="list-style-type: none"> • Community care grants - to help people to settle in a new home, when moving from an "unsettled way of life" (for example hospital, prison or a homeless accommodation unit). They can also support families who are facing exceptional pressure. For example you can apply for things like furniture or carpets. <p>We award grants based on your situation. We only receive a limited amount of money from the Government each year, so we can only provide small grants. We normally cannot give you more than 3 grants in any 12 month period unless there are exceptional circumstances.</p> <p>Apply Online: The Scottish Welfare Fund</p> <p>Telephone: 0800 03 04 713, from 9am to 5pm</p>		
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Prevention Tool



Potential design. Feel free to ignore, you are the experts.