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PROTOTYPE OUTLINE



REFERRAL TECH RESEARCH

REFERNET	OSCR	MILO	ALISS	EVOC RED BOOK
<ul style="list-style-type: none">→ Paid UK based referrals software product for making referrals to advice services→ Used by Citizens Advice Bureau but also Local Authorities, Health and Social Care→ Publish, Search, Referral, Outcome→ Software as a service→ refernet.co.uk	<ul style="list-style-type: none">→ Scottish charities regulator and registrar→ Maintains public register of charities on Scotland→ Public search on OSCR website based on income, name, locality, purpose etc.→ oscr.org.uk	<ul style="list-style-type: none">→ Private system maintained by the Scottish Council for Voluntary Organisations (SCVO)→ Used by TSIs (Third Sector Interfaces) to manage local information about the voluntary sector orgs that they work with/refer to→ Quality and coverage of data and information is only as good as the TSIs commitment to it, in some areas it is excellent in other is poor→ scvo.scot/support/milo	<ul style="list-style-type: none">→ Public system maintained by the Health and Social Care Alliance Scotland (the Alliance)→ Used by people in Scotland living with long term conditions and their carers to access the information they need to live well→ Search for voluntary sector organisations and services based on locality→ Patchy coverage across Scotland and a mix of very local service and very national/UK wide help lines→ Open API that gets used by NHS Inform (NHS24's web presence) to signpost people to voluntary sector service→ aliss.org	<ul style="list-style-type: none">→ EVOC is the Council for Voluntary Service (CVS) for the City of Edinburgh and a partner in the Edinburgh Third Sector Interface (TSI), which is part of a national network of Third Sector Interfaces→ The EVOC Red Book is an online directory of third sector organisations and services in Edinburgh→ Search for voluntary sector organisations by postcode, distance, category, service, age, day and keyword→ evocredbook.org.uk


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COVID-19 Due to current public health advice around Coronavirus (COVID-19), some services may be operating in a different way, they may have different opening hours or may be closed temporarily. We recommend that you contact the service directly ahead of attending to ensure it is open and to confirm any changes.

Help and support in G84 8BH

[New search](#)

 Conditions

Select Sub Category

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Customise results

Filter by keyword:

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Filter by local or national:

☒ Show me all services, local and national


☐ Only show the services that operate locally


☐ Only show services that operate nationally

Epilepsy Scotland Training and awareness talks


by [Epilepsy Scotland](#) (Conditions)


Our paid for training courses are popular with parents, carers, employers and care staff and are delivered by professional trainers. Attending one of our training courses wi...

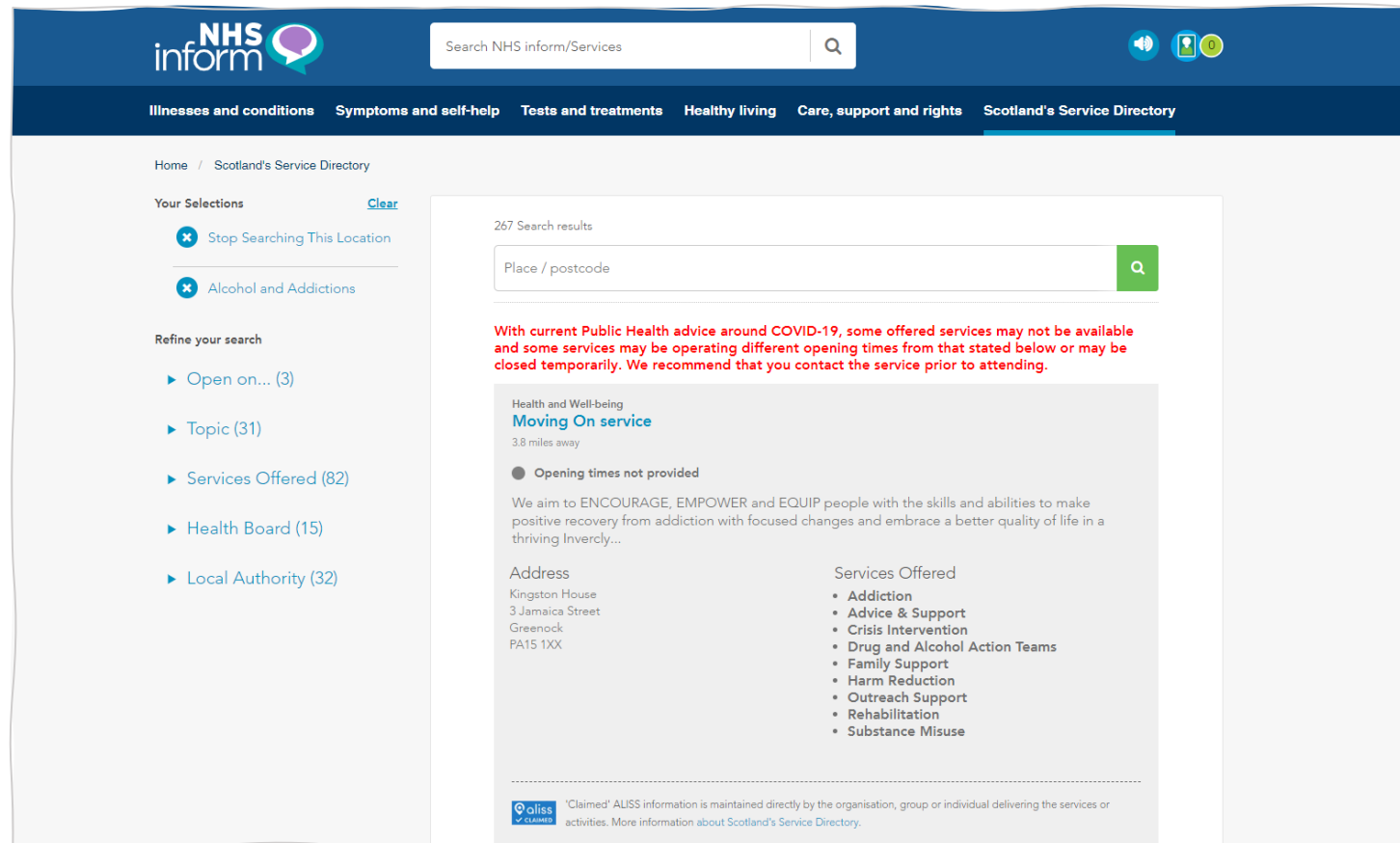
 0141 427 4911

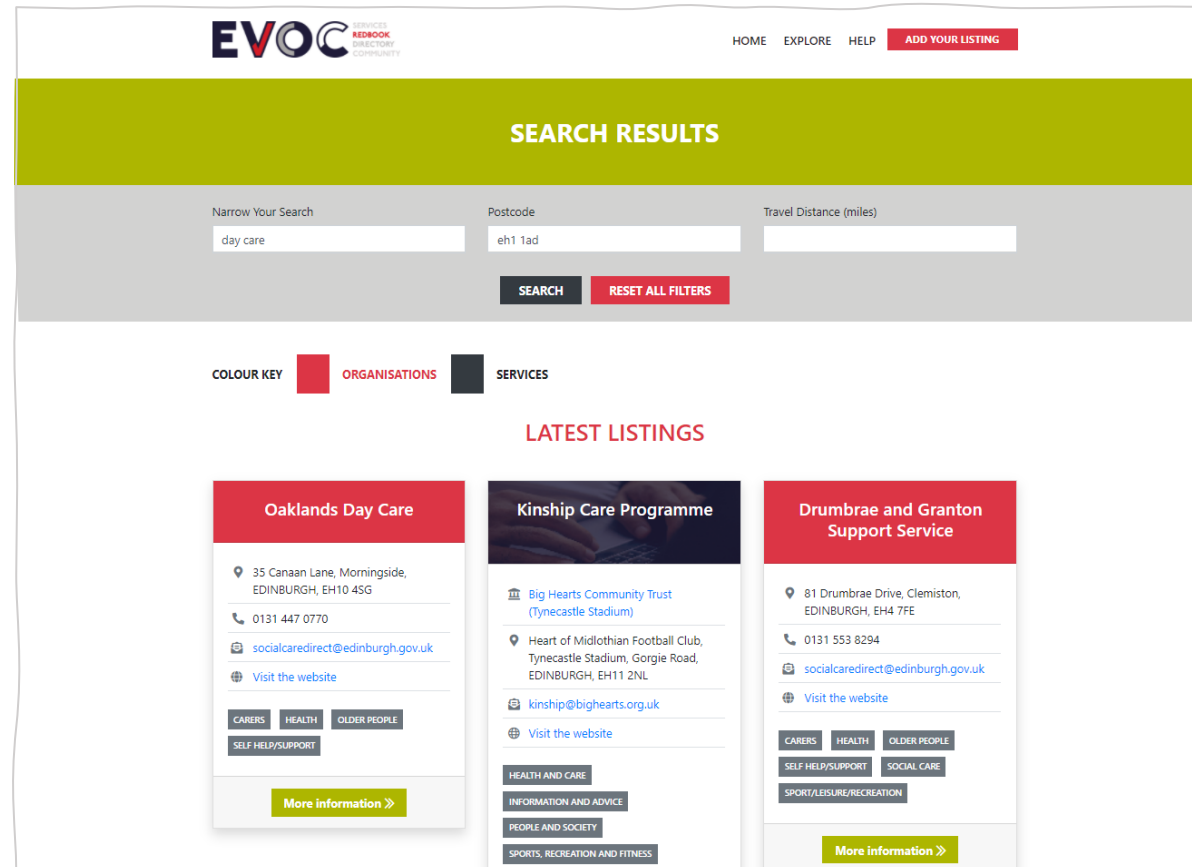
 Delivered across

- Glasgow City · Ayrshire and Arran
- Borders · Dumfries and Galloway · Fife
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- Greater Glasgow and Clyde · Highland
- Leamington · Northampton · Tayside · Scotland

 [Website](#)


 contact@epilepsyscotland.org.uk





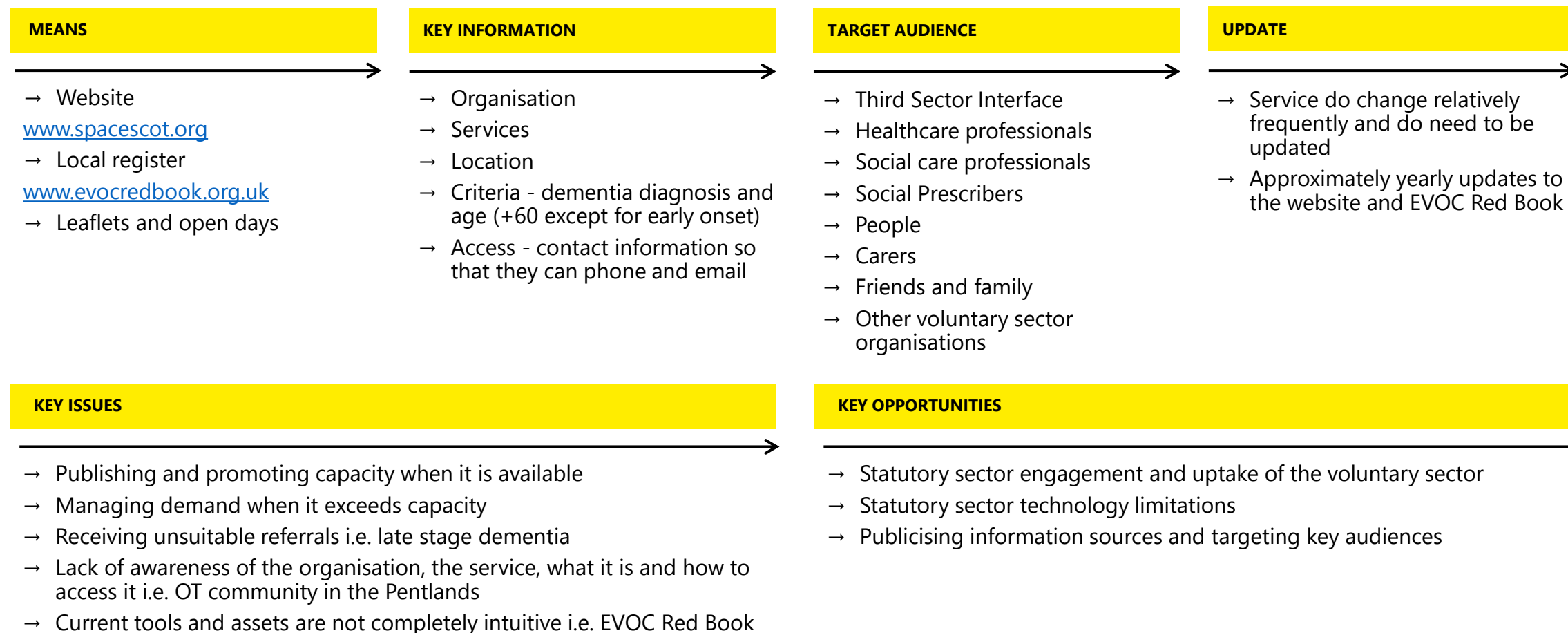


USER RESEARCH - SPACE DAY CARE - SERVICE MANAGER

SPACE DAY CARE - SERVICE MANAGER	ROLE	MOTIVATIONS	TOOLS AND ASSETS
	<ul style="list-style-type: none"> → A service manager at a charity providing day care services for elderly people in South West Edinburgh → Manages capacity and demand for the day care services → Receives and processes referrals from people, their carers, social prescribers and health professionals (GP) and social care (Social Workers and OTs) professionals → Works across a network to share referrals and make/receive cross with other charities and voluntary sector organisations 	<ul style="list-style-type: none"> → Building knowledge and awareness of the organisation and the services that it provides → Managing demand and making the best possible use of the charity's capacity to deliver day care services → Receiving high quality referrals that are a good fit for the charity's services and signpost referrals that aren't a good fit to other providers → Providing the best possible day care for people needing care and support for their carers → Being part of a network that collectively provides the best possible support for people and their carers → Monitoring, evaluating and refining the based on the specific needs of people and their carers 	<ul style="list-style-type: none"> → www.spacescot.org → www.evocredbook.org.uk → Referrals form → Slack to interact with other organisation and voluntary sector provides → Direct referrals from SharePoint via City of Edinburgh Council → Elderly peoples service meeting → Unregistered day care services meeting




USER RESEARCH - SPACE DAY CARE – ‘PUBLISH’ – AS-IS





USER RESEARCH - CITIZENS ADVICE NEW FOREST – ADVICE SERVICE MANAGER

CANF - SERVICE MANAGER	ROLE	MOTIVATIONS	TOOLS AND ASSETS
	<ul style="list-style-type: none"> → An Advice Service Manager (ASM) at a charity providing advice services for citizens in the New Forest → Manages capacity and demand for the advice services → Receives and processes direct enquiries from people → Receives and processes referrals from organisations, aligned to a specific project → Works across a network and makes cross referrals to other charities and voluntary sector organisations → Supervises volunteer force that are providing advice 	<ul style="list-style-type: none"> → Building knowledge and awareness of specific projects, in a targeted way, so that people who need it most can access services (e.g. Hampshire Fuel Voucher Scheme) → Redirecting more generic enquiries to the most appropriate channels for example national CA services (e.g. Consumer Help Line) → Providing the best possible advice for New Forest residents no matter how diverse their needs → Being part of a network that collectively provides the best possible support for people in need of advice services (as an onward referral) 	<ul style="list-style-type: none"> → www.citizensadvice.org.uk/ → Advisernet/Cabinet/BMIS detailed national level resources for advisors and ASMs and for running local Citizens Advice services → newforestcab.org.uk/ → Shared drive with resources to share with advisors → Directory of local services (word doc in development) → Library of national and local resources → Child Poverty Action Group online resources for advisors → GOV.UK

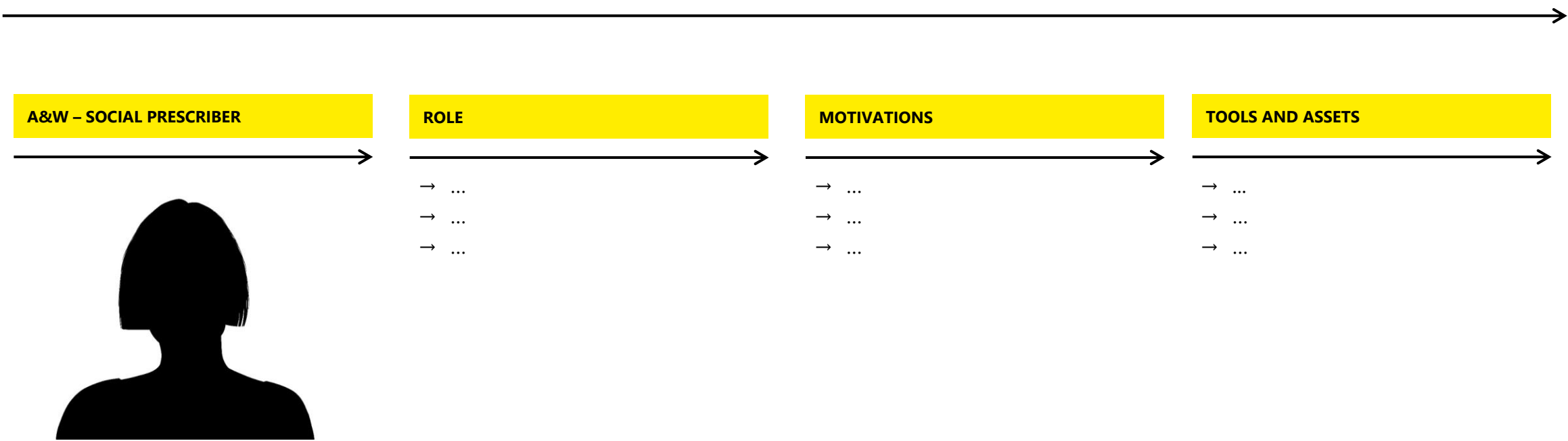


USER RESEARCH - NEW FOREST CITIZENS ADVICE – ‘PUBLISH’ AS-IS

MEANS	KEY INFORMATION	TARGET AUDIENCE	UPDATE
<ul style="list-style-type: none"> → Visible presence in local community → Advisers at queues for food larders → Local offices in market towns → Engagements with partner organisations and influencers 	<ul style="list-style-type: none"> → Organisation → Key generic areas/service → Specific projects → Locations → Access (telephone, email, webchat) 	<ul style="list-style-type: none"> → Local Authorities (as funders) → Other government funded bodies, health and social care and community service professionals (e.g. Social Prescribers) → People → Other voluntary sector organisations 	<ul style="list-style-type: none"> → Information changes frequently and is updated on the national Citizens Advice website → The local CANF focusses on contact, donations and volunteering
KEY ISSUES	KEY OPPORTUNITIES		
<ul style="list-style-type: none"> → Social prescribers need detail to understand CANF service (e.g. difference between national telephone based debt advice service and CANF who could provide more specific local face to face debt advice) → Commissioned/paid organisations queue jumping by referring people into CANF services which are free to everybody → CANF are already under significant demand (that exceeds capacity) 	<ul style="list-style-type: none"> → Reliable and detailed source of information about CANF services and projects → Reliable source of information for CANF advisors about other voluntary sector services → Managing capacity and demand for generic advice and specific projects 		

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USER RESEARCH - ADUR AND WORTHING – SOCIAL PRESCRIBER



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USER RESEARCH - ADUR AND WORTHING – 'SEARCH' AS-IS

