

Improving information and advice in adult social care

Webinar 3: Partnership working to promote community activities and support

28 November 2023

The **Local Government Association** and **Association of Directors of Adult Social Services** are **Partners in Care and Health** (PCH) working with well-respected organisations.

PCH helps councils to improve the way they deliver adult social care and public health services and helps Government understand the challenges faced by the sector.

The programme is a trusted network for developing and sharing best practice, developing tools and techniques, providing support and building connections.

It is funded by Government and offered to councils without charge.

www.local.gov.uk/PCH



Ground rules

- Keep video switched off to improve connectivity during presentations
- Hold questions to the Q&A – but capture them in the chat bar on the right of the screen as we go along.
- When speaking please give name and organisation
- We will be recording the meeting
- Q&As, slides and materials will be shared following the meetings



Welcome

- Third webinar in our series focused on improving adult social care information and advice
- Broad programme involving webinars, guidance, community of practice (CoP) and direct support
- Part of our support for Working with people



Agenda

Time	Topic
2pm – 2.05pm	Introduction and overview Edmund Willis, Lead Adviser, Partners in Care and Health
2.05pm – 2.20pm	Raising the Visibility of the Third Sector in Leeds. Karl Witty, Forum Central in Leeds
2.20pm – 2.30pm	Q&A, including pre submitted questions
2.30pm – 2.45pm	Discuss what good looks like and how AI has the potential to revolutionise how information and advice is provided. Paul McKay, Independent Consultant
2.45pm – 2.55pm	Q&A, including pre submitted questions
2.55pm – 3pm	Thanks, and Close



**Forum
Central**

Raising the Visibility of the Third Sector in Leeds

Karl Witty, Third Sector Health & Care Development Officer

Why is visibility so important?

“In our city wellbeing starts with people, and everything is connected.” Leeds Health & Wellbeing Strategy

Greater visibility of the Third Sector is important for:

- Communication of the diverse Third Sector offer to people and communities of Leeds
- Supporting professionals to understand, refer and signpost to assets in the Third Sector
- Supporting funders and commissioners to understand where the assets and gaps are in the city

How did Leeds plan to improve visibility?

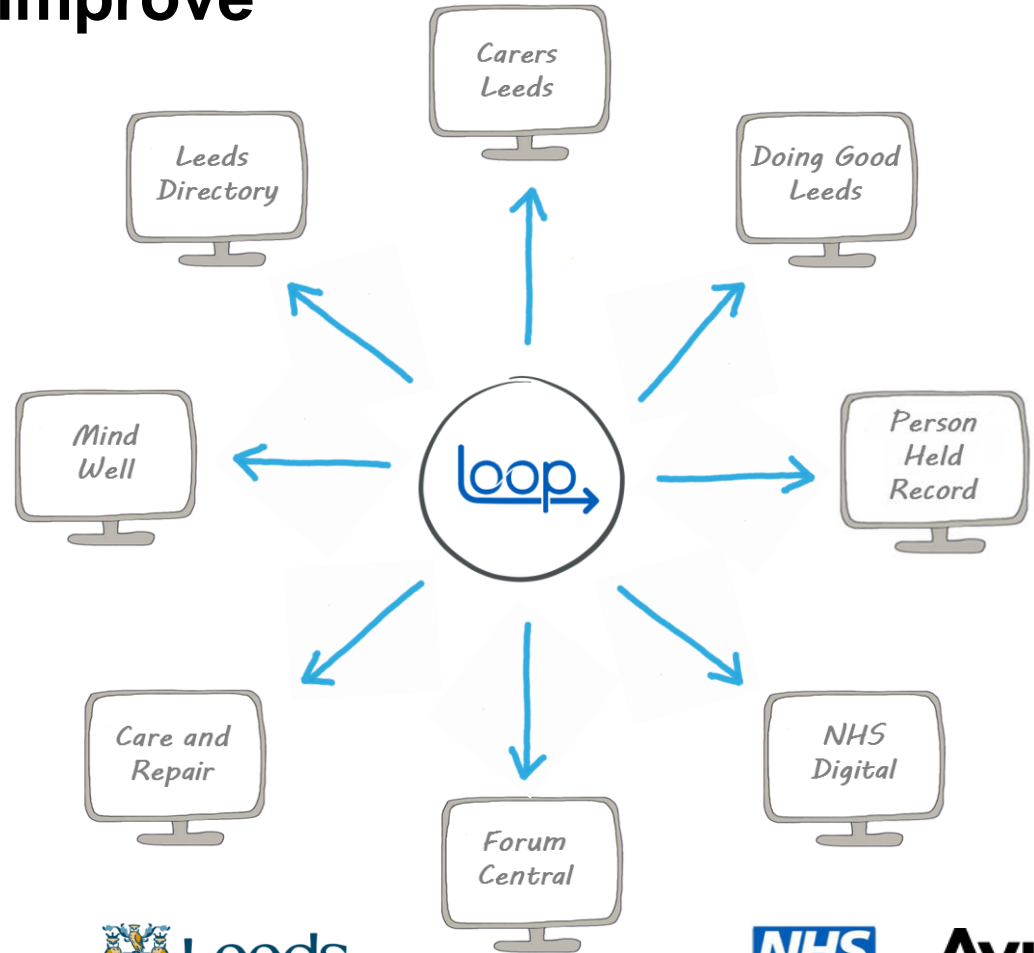
What was Loop?

Loop was a tool aiming to provide a single source of accurate, up to date and trusted information about health, care and wellbeing. The information was to be shared with directories, websites and applications across Leeds.

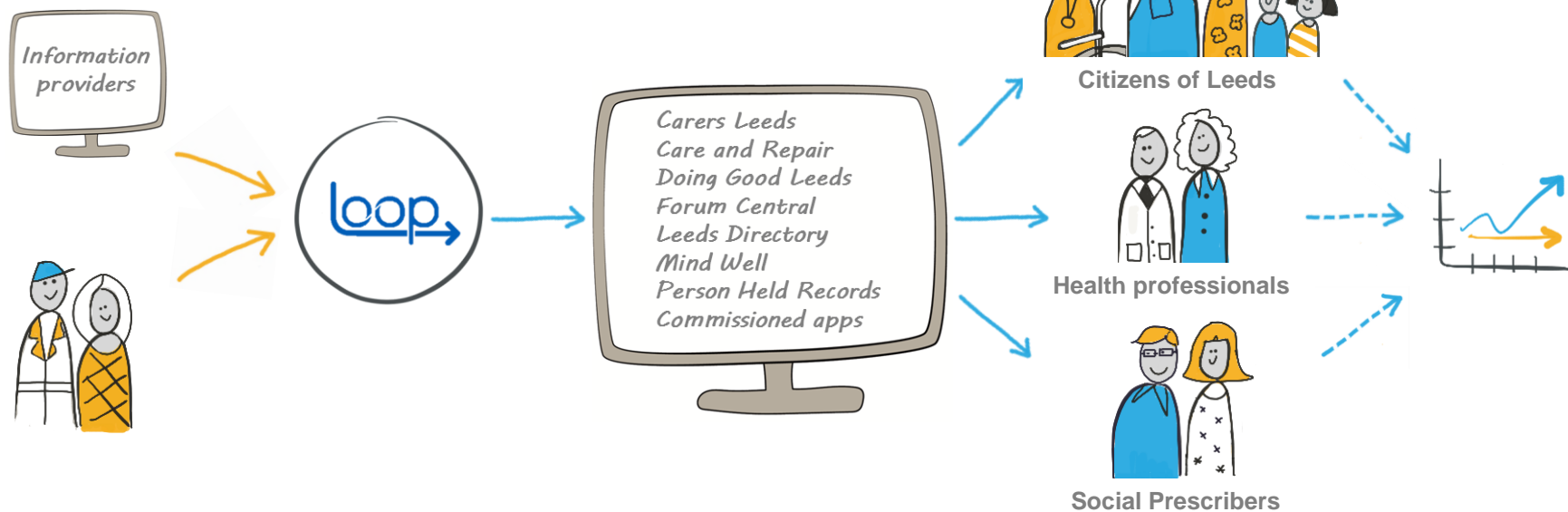
Loop had:

- Features that would save information providers time and money
- Tools that can help to improve services in the future.

Loop was co-created by Leeds health and care system partners and it was to be free to use.



How was Loop supposed to work?



Information providers and people with resources and services add their information to Loop

Loop provides a structure for your information and removes duplication

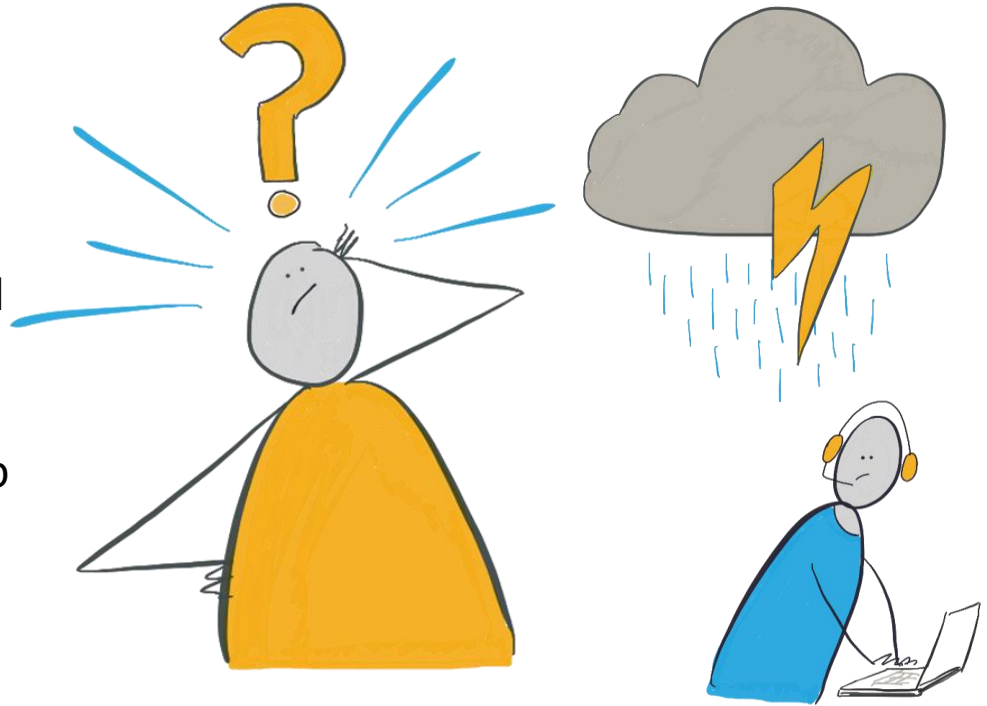
A single version of information is shared with any directory, website or app that chooses to link to Loop

Different groups can benefit from the information that is shared by Loop

Loop user data can help to improve services

So what happened?

- Covid 19
- Stretch on resources
- People change
- Fractured planning, fractured systems
- A lack of long-term thinking
- A lack of generous leadership
- ...Too hard, too complicated?



But it's not just about visibility, is it?



Data management, use and access

Better collection, management, and use of data that facilitates the delivery of improved, personalised services

Connectivity and infrastructure

The delivery of 21st century connectivity and infrastructure that provides the backbone for world-class service delivery

Digital inclusion

Digital inclusion is complex, we will continue to work with people to ensure equal opportunity to develop skills and access digital tools, technology and services that are the right for them

Digital skills

Life-long learning that ensures people continually have the right skills to get online, access digital services, and do their job effectively

Digital and data ethics

Scrutiny and sense checking to ensure that any use of data or introduction of new technology or digital service is sound, and 'the right thing to do'

Where are we now?

Redundancy risk at Leeds hospitals undermines government stance on NHS funding, says UNISON



Council

Leeds City Council: Leader calls for urgent action amid rising budget concerns

The leader of Leeds City Council has called for urgent action to be taken amid rising concerns about budgets across the country.



By James Connolly

Published 13th Sep 2023, 11:59 GMT

Updated 13th Sep 2023, 12:00 GMT




New partnership aims to deliver a fairer and healthier Leeds

HEALTH

A major new programme designed to make Leeds a fairer and healthier place to live has been formally launched with a visit to the city by a world-renowned academic, researcher and campaigner.

Questions and Answers





NAVIGATING TOMORROW: INSIGHTS INTO THE FUTURE OF INFORMATION AND ADVICE IN SOCIAL CARE

Paul Mckay

AGENDA

Informed Choices

What Should Be In Place

Examples

The Future



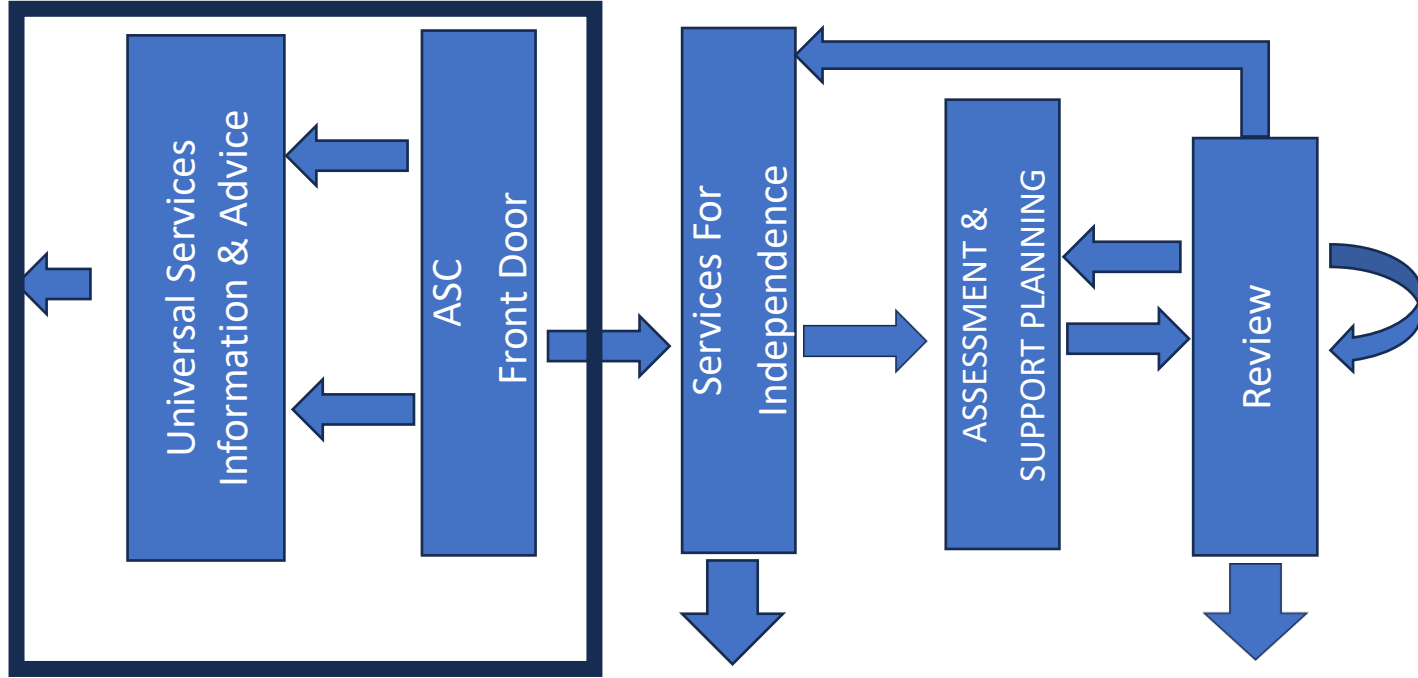
Information Is Power

"Informed choices are the building blocks of empowered lives.

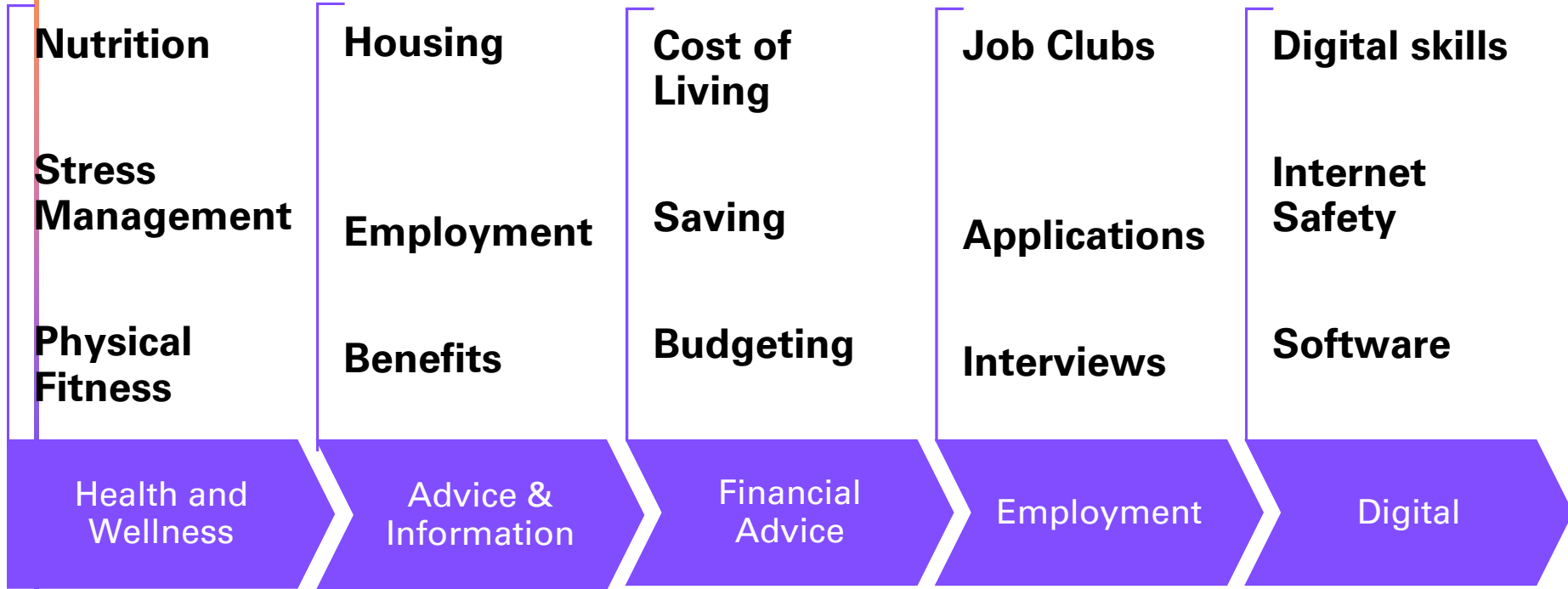
Providing individuals with accurate information and thoughtful advice in adult social care is not just about sharing knowledge; it is about empowerment, autonomy, dignity, choice and a path to a better quality of life."



What Should Be In Place Now



Examples



“These community activities serve not only as sources of valuable information and advice **but** also as opportunities for social interaction and community building”



Empowering Every Voice: How can AI assist?

- Personalised information
- Instant accessibility
- Chatbots
- Voice activated support
- AI driven virtual assistants
- Informed decision making
- Supporting carers
- Applications
- Advocacy
- Support planning



Summary & Questions

Together, with AI, we will embark on a journey to provide information and advice that transcends barriers and builds a more resilient society



Thanks

- Dates for your diary
 - Next CoP - [Click here to join the meeting](#) 14 December 2023 3.30pm – 4.30pm
 - Webinar 4 - Join us for the next webinar in the series, we will be discussing **Digital Inclusion** – date tbc, w/c 22 January 2024.
- PCH contacts:
 - WwP@local.gov.uk
 - edmund.willis@local.gov.uk (Digital, information and advice)
 - sally.shaw@local.gov.uk (Working with people)
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