

Walsall Community Living Directory



Walsall Council

Welcome

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Intro

The need for a “universal information point” is recognised as one of the key objectives of the transformation program to Provide a Universal Information, Advice and Guidance,



Background

Adult Social Care services are being transformed.

The Care Act represents the most significant reform of care and support in more than 60 years

Local Authorities have the lead role in its delivery, accompanied by a requirement for authentic partnership working with the local PCT, other statutory agencies, third and private sector providers, users and carers and the wider local community.



Care Act

General responsibilities of Local Authorities:

- Prevention – Receive services that prevent their care needs from becoming more serious
- Information – Can get the information they need to make good decisions about care and support
- Market Shaping - Have a good range of providers to chose from



Care Act

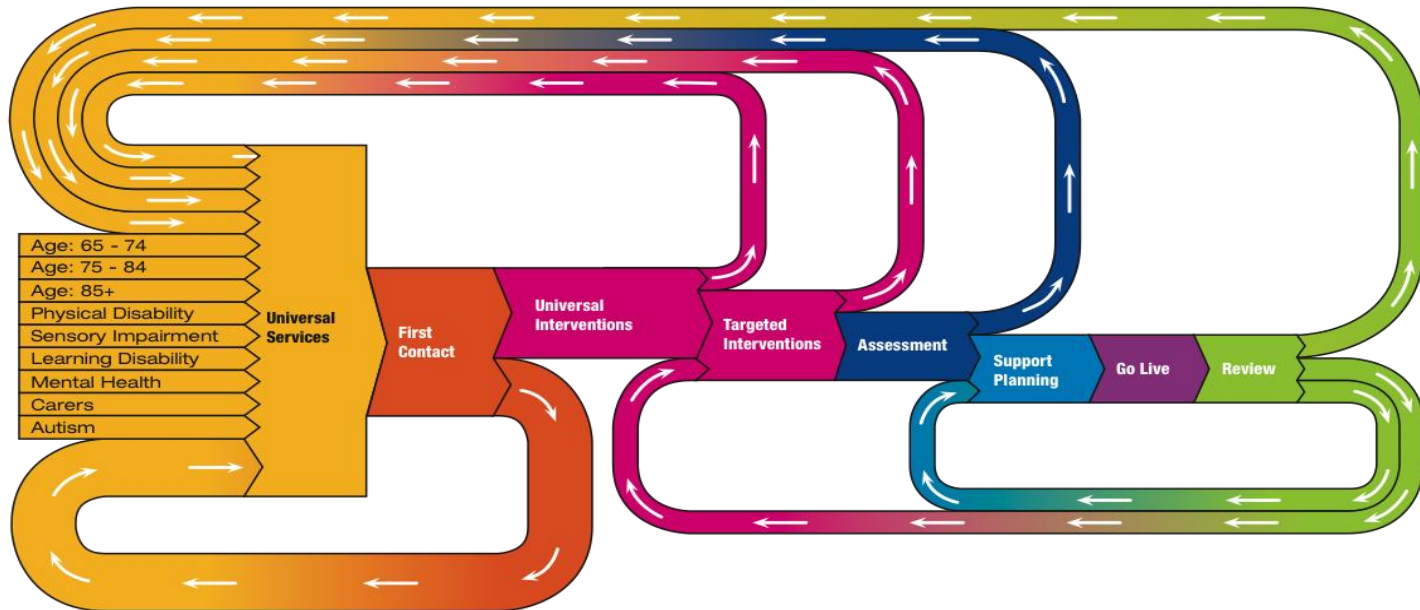
The Act clearly sets out what information they must provide:

- What types of services are available
- The range of care and support services available
- What process people need to use
- Where they can find independent financial advice
- How people can raise concerns



Local Agenda

Walsall Adult Social Care Operating Model



How this can support our business

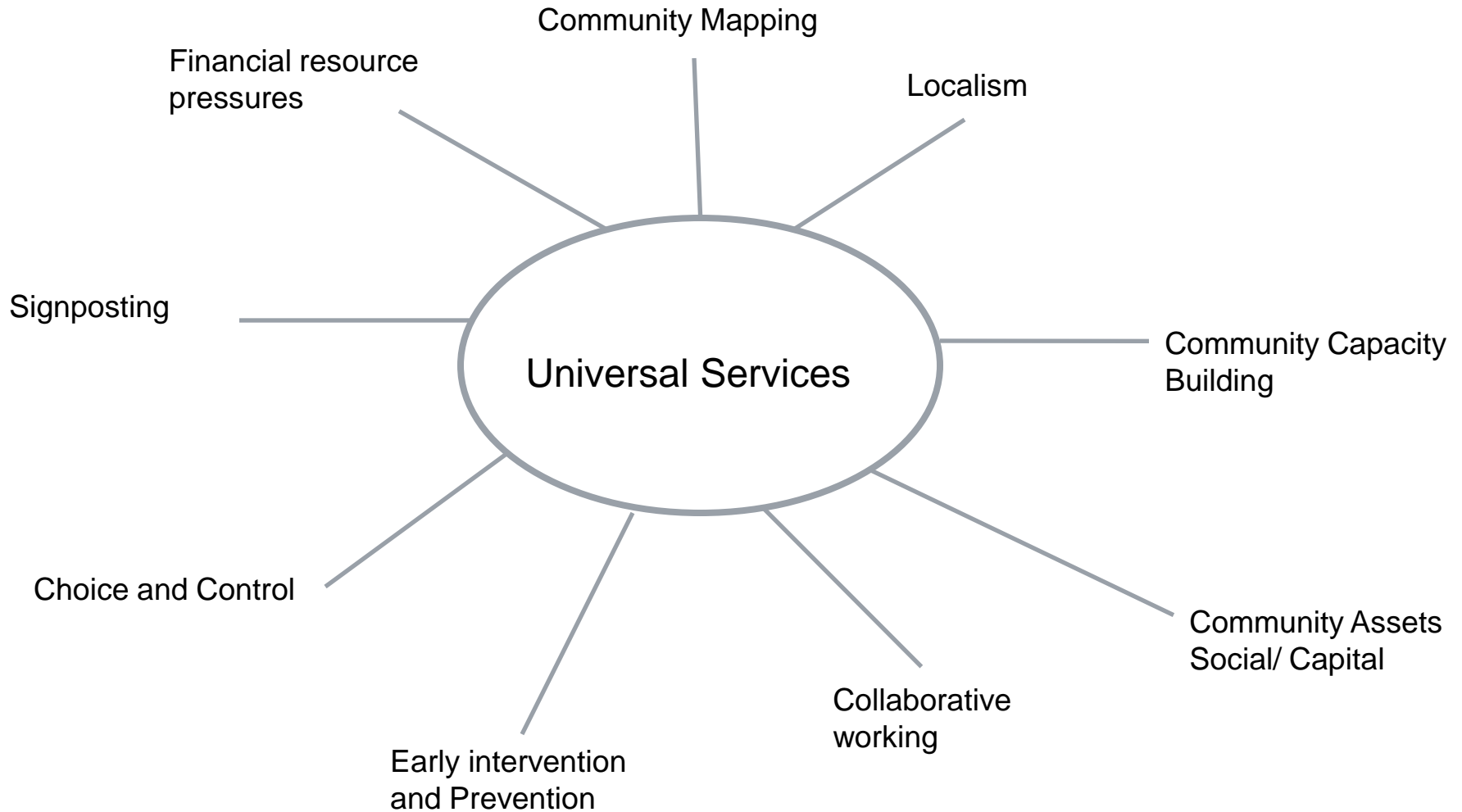
Walsall Community Living Directory (WCLD) is a website that is key to our plans to offer greater choice and control for people who need social care and health services.

The directory makes information about local services more accessible and supports our duties regards to the Care Act.

Putting all the information about local services in one place will make it easier for people to find information about the full range of services and support available in the Walsall.



Broader Context



Benefits to Local Citizens

The directory will enable people to make choices about where and how to get the help they need and provides information about the services they may find useful to support them to live independently.

Supports:

- Early Intervention and Prevention
- Wellbeing
- Personalisation



Benefits to Local Authority

This will provide a complete online universal information system for signposting of care and support services. Local Citizens, Carers, Social Workers, Care Providers, Advice Agencies will have access to a consistent view of all relevant Information available.

Supporting:

- National and Local Agenda
- Corporate Vision
- Health and Wellbeing Objectives
- Growth of Local Economy
- Shaping Market



Web Provider

Open Objects is a company that provides software solutions through website & portal search products.

This provider is used by corporate and UK central government organisations.

60% of Local Authorities have procured Open Objects online directory portals.

The 2 Black Country Local Authorities – Wolverhampton, Dudley have the same directory.



Current Package

The current functionality of the directory includes:

- Signposting Services
- Information Products
- Advice and Guidance
- What's on
- Provider Updates
- Text/SMS Messaging



Directory

The screenshot shows the Walsall Community Living Directory website. The browser window title is "Walsall Community Living Directory | Walsall Community Living Directory - Windows Internet Explorer" and the address bar shows "http://www.wcld.co.uk/kb5/walsall/asch/home.page". The website header includes "Walsall Community Living Directory" and a "My Shortlist 0" button. The navigation menu contains "Home", "Categories", "Whats On", "Add Entry", and "Contact". A search box is present with fields for "Keyword(s)" and "Location OR Postcode", and a "Search" button. A large banner image shows three young people holding "Active Steps" award certificates, with the text "Active Steps in Walsall" below it. Below the banner are several service category buttons: "Money matters" (with a pound symbol), "Help to live at home" (with a sofa icon), "Housing options" (with house icons), "Things to do" (with a ticket icon), "Staying safe" (with a person icon), "Caring for someone" (with a person icon), "Health and wellbeing" (with a person icon), "Getting about" (with a car icon), and "Education, training and employment" (with a laptop icon). A "What's On" section includes a "View All" button and a "GP" link. A "Dentist" link is also visible. A prominent "NHS choices" banner says "Find and choose services". A blue box contains a tweet: "RT @WalsallCouncil: Think you can be a foster carer? Find out more at info session tonight 5.15pm or... Tue Feb 26 11:35:56 GMT 2013". The Windows taskbar at the bottom shows the Start button, several application icons, and the system tray with the date "19/05/2014" and time "14:09".



WWW.WCLD.CO.UK

Any Questions?

