

Information and Advice Workshop Notes

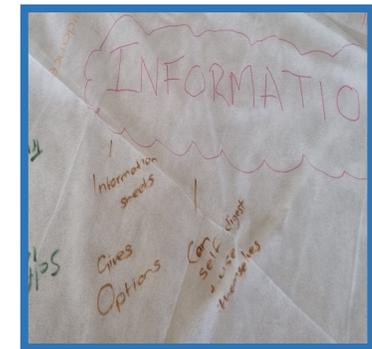
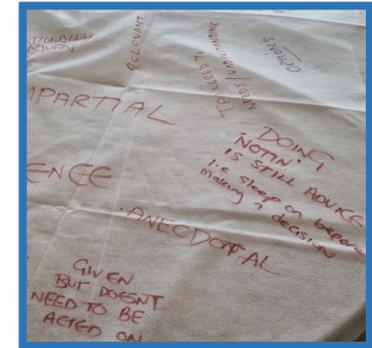
Tuesday 25th April, 2023

Workshop Session 1

Each table has a table cloth with a word written on it

- information
- advice
- signposting

In your group write down the words and phrases that come to mind when you think of these words.





Clarity of what is a signpost and what is a referral – need to distinguish

Accessing more services for clients

Informal compared to referrals

No jack of all trades and master of none

Easy to use referral forms

Signpost = jargon?

Healthwatch Wirral have a statutory duty to provide info and advice re: health and social care – use us

Research who/where to signpost to

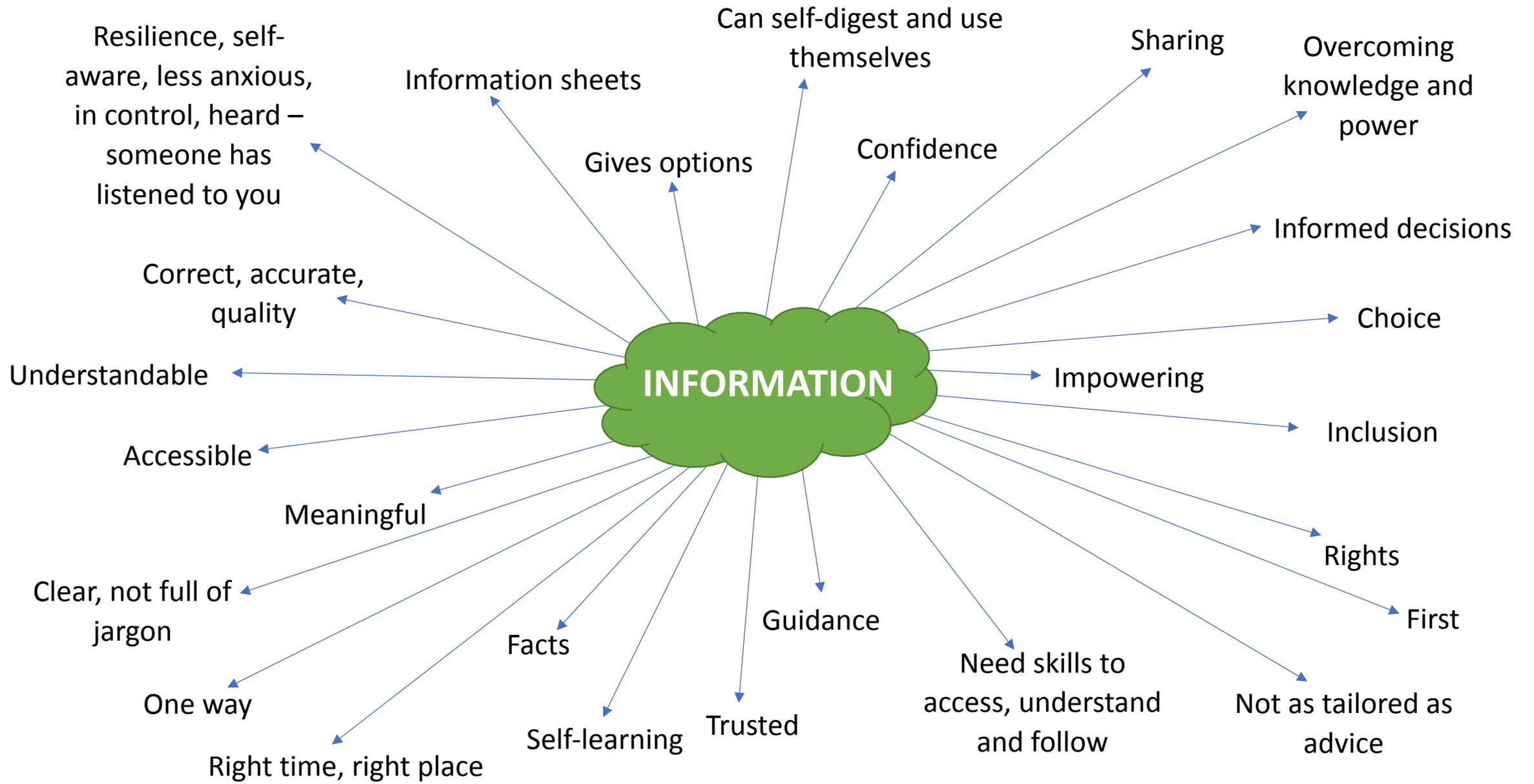
Healthwatch Wirral direct people to 'Ask Us' – what's the best way?

Helping everyone and anyone find what they need = 'signposting'

Understanding a very clear path to the correct service and/or organisation

Am I "passing the buck?"

Understand the client's ability to follow the signpost





Workshop Session 2

Write your organisation on a post-it note, whether you provide face-to-face, digital or on the phone advice and add it to the poster that best describes what information and advice your organisation provides:

- Level 1: Information, Self Help and Signposting
- Level 1: Triage and Early Resolution
- Level 2: Generalist Advice
- Level 3: Complex and Specialist Interventions



Level 1:
Information, Self Help
and Signposting



Telephone



Web-Resources



Mobile Web

| | | | | | | | |
|-------------------------------------|--|---|---|---|---|--|--|
| DWP Face to face | Wirral Info Bank | Local Authority Phone Signpost Digital | Foodbank | Involve Northwest | CGL Wirral Ways | SUP | Magenta |
| Age UK Face to face Digital | CAP Wirral Debt advice Face to face Phone | Wirral Mind Various self help options | Healthwatch Wirral Online Face to face Email | Healthwatch Wirral Phone Word of mouth (#spare5) | Macmillan | Talking Therapies | OPP Digital Face to face |
| Tomorrow's Women Face to face | Spider Project Face to face Digital | Soup and Support Carers Group | EPP Signposting if unable to support or refer | EPP Factsheets www.epplus.org.uk/advice | Wirral Mencap Face to face Phone Email Zoom | Citizens Advice Wirral Face to face Phone Email Website | Citizens Advice Wirral COL newsletters Social media Events Training |
| | WEB | Compañeros Face to face Digital | Make it Happen 20% Website Social media | Number 7 | Wirral Change 10% Phone Web Mobile | Wirral Change 30% Signposting | |

**Level 1:
Triage and Early Resolution**



Webchat



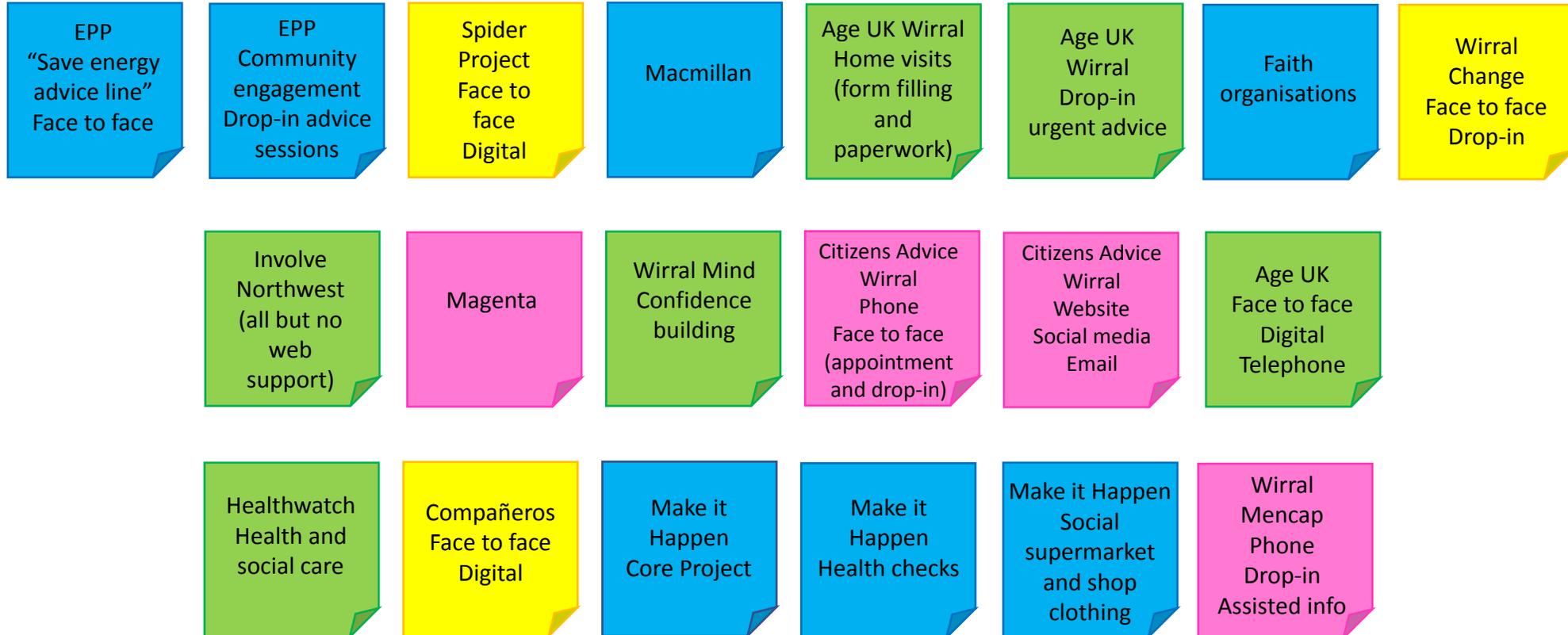
Telephone



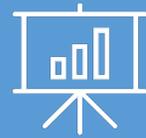
Assisted Information



Drop-In



Level 2:
Generalist Advice



Preventative Education



Telephone



Face-to-Face

| | | | | | |
|--|--|--|--|---|--|
| Spider Project Face to face Digital | Age UK Drop-in Community | Involve Northwest | Make it Happen POC | Healthwatch Wirral Re: health and social care Online Face to face | Healthwatch Wirral Email Phone Word of mouth (#spare5) |
| Wirral Mencap Telephone Face to face Website | Compañeros Face to face Digital | Wirral Change Face to face Drop-in | OPP Digital Face to face | Age UK Wirral | Magenta |
| Macmillan | Wirral Mind Face to face Information and advice | EPP Telephone Email Face to face Energy efficiency | EPP Telephone Advice and support (city and guilds qualified) | Citizens Advice Wirral Telephone Face to face Email | Citizens Advice Wirral 'walk up' Website |

Level 3:
Complex and Specialist
Interventions



Referral Network



Casework



Specialist Partners

Ask Us Wirral partnership

Citizen Advice Wirral-
face to face, telephone,
GMMAP

Age UK specialist support
team

Wirral Mind

Wirral Mencap

Wirral Change

Local
Authority
Face to face

CAP Wirral
Debt help
Face to face
Supported by
phone

EPP
Casework
Supporting
the customer
journey

National Step
Change

Wirral Debt
Advisory

Involve
Northwest

Workshop Session 3

Identify someone to feedback and scribe within each group. All points to be noted on the flip chart paper provided.

1. If this system was perfect what would it look like?

We have heard about how the system is performing but we have also heard about the blockages and issues facing the system. Only 50% of people can access current service provision on the telephone. If the system was perfect and everyone could get the right information and/or advice at the right time what would the system look like? How can we avoid duplication? What do we need more of/less of?

2. What would we want the system to achieve?

If the system was perfect what we would want it to achieve? Encourage people to think wider than just information and advice, and encourage more up stream thinking i.e. how we can prevent people getting to crisis point with debts/benefits/housing etc.

3. How would we achieve this?

How would we make those changes what needs to happen for things to change and improve in the system

Feedback

1. If this system was perfect what would it look like?

- Greater capacity
- Choice of communication channels
- Triage
- Reaching more people
- Health and wellbeing advisors
- Specialist
- Outreach drop-in
- Joined up working
- Specialist
- Reduce outcome driven targets

2. What would we want the system to achieve?

- Preventative – support before crisis
- Maximise digital reach – newsletters
- Linking with employers
- Extended service hours

3. How would we achieve this?

- Longer term funding
- More funding for additional resource
- Staff retention
- Training
- Advisor forum – peer support network
- Triage

Feedback

1. If this system was perfect what would it look like?

- More frequent meetings, training sessions, among delivery partners: “integrated delivery”
- Building the service to align with what the community wants and needs
- Every service included
- Knowing limits of advice, and when to signpost/refer
- Increased capacity/quicker responses
- Longer-term funding: more sustainable
- “True partnership”

2. What would we want the system to achieve?

- Everybody able to help themselves
- Knowing where to turn/how to access advice
- Early years intervention and education
- Upskilling community champions

3. How would we achieve this?

- Funding
- Ask the people
- Need to return to some pre-covid practices – get back out of the house (e.g. volunteering and meetings)
- Volunteer drive and training
- More joined-up approach (of providers)
- Evidencing impact tool – talking same language
- Identifying gaps in provision – can someone help? Can a satellite service be delivered there
- Being mobile – taking services to where they are needed
- Community spare 5 and crisis champions as examples of what’s possible
- Utilise service users within organisations (with training)
- Battle misinformation