

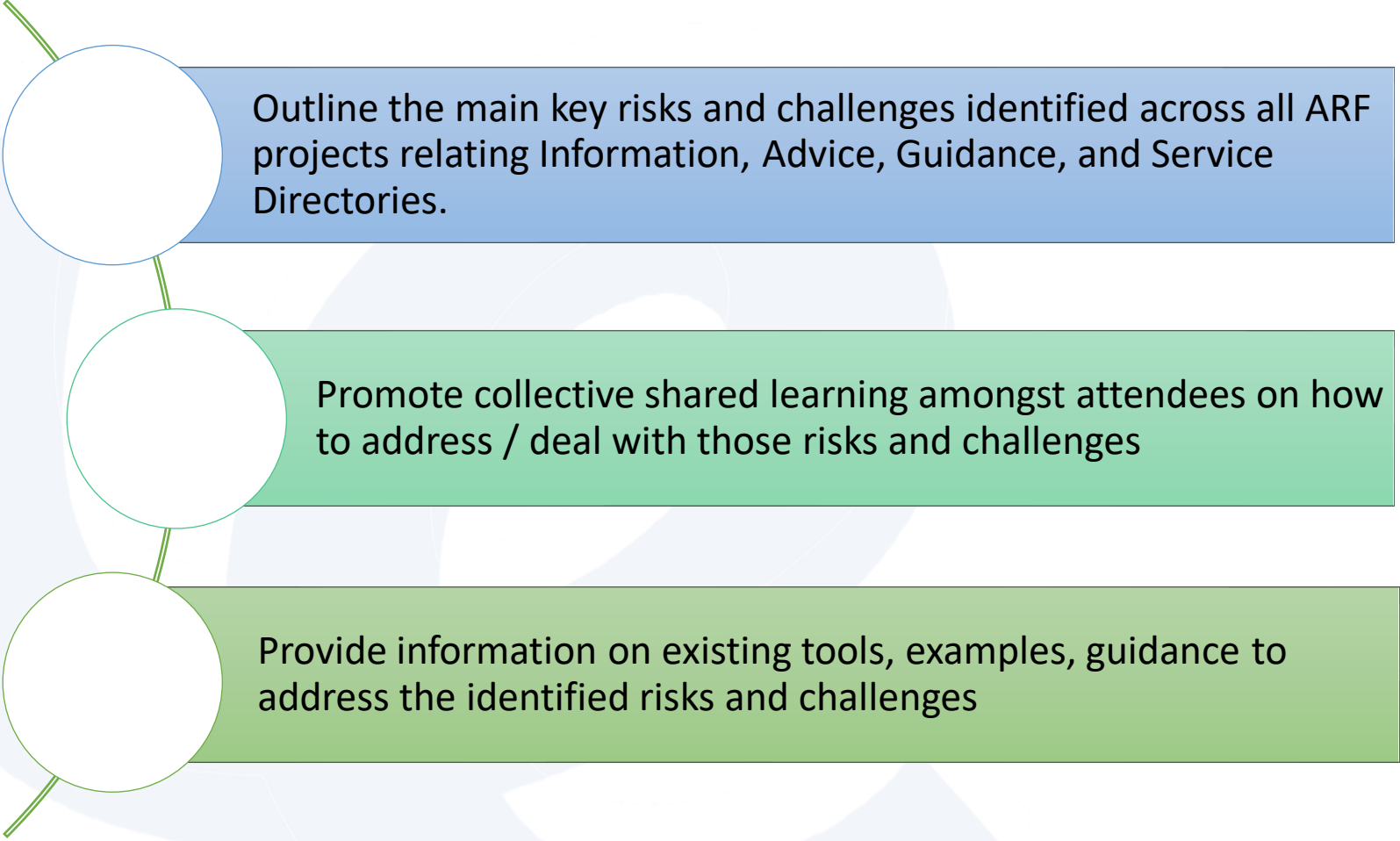


social care  
institute for excellence

# Common risks/challenges in projects related to: Information, Advice and Guidance (IAG) and Service Directories

Accelerated Reform Fund (ARF)  
Online learning workshop - July 2024

# Today's workshop will....



Outline the main key risks and challenges identified across all ARF projects relating Information, Advice, Guidance, and Service Directories.

Promote collective shared learning amongst attendees on how to address / deal with those risks and challenges

Provide information on existing tools, examples, guidance to address the identified risks and challenges

Before we start...

## Introductory video to the ARF

### Accelerating Reform Fund programme - SCIE

scie

social care  
institute for excellence

Login

Register

Care themes

Training

What we offer

Safeguarding

Support us

About SCIE

Home / Innovation / Accelerating Reform Fund programme

## Accelerating Reform Fund

The Department for Health and Social Care (DHSC) has launched a £42.6 million Accelerating Reform Fund (ARF) to boost the quality and accessibility of adult social care by supporting innovation and scaling, and kickstarting a change in services to support unpaid carers.

Last updated: 24 April 2024

About the fund

Our involvement

What's next

News


FAQs

Contact

### About the fund

The Accelerating Reform Fund (ARF) focuses on embedding and scaling approaches to transform care and support including for unpaid carers, who play such a vital, selfless role in our society. This will accelerate progress towards the government's social care vision where people have choice, control and support to live independent lives, and where care and support is of outstanding quality and is provided in a fair, accessible way.

Local authorities have registered their interest with the DHSC, in partnership with others, in their integrated care systems, to fund local innovation projects. They are expected to work collaboratively with others such as the NHS, care providers, voluntary and community sector groups, including unpaid carers. The ARF is supporting at least two projects per region, one of which will focus on unpaid carers, and consider co-production with both care recipients and unpaid carers, ensuring they are inclusive of local diverse needs.



**What do we mean by  
Information advice and  
guidance and service  
directories:?**

Projects in this theme focus on providing easily accessible information, advice, and guidance to individuals and/or their carers, as well as creating comprehensive service directories to facilitate access to relevant support services and resources in their communities to prevent, reduce or support their social care needs.

## Here are some project examples...

**Bridgit platform's** real-time directory of advice, local services, events, health advice, and tools

Promoting the use of **Carers UK Digital Resources**, early identification of carers, and development of local technological infrastructure

Develop **digital directories of services** and piloting micropayments for social prescribing

Develop a **user-friendly and inclusive digital directory** for community assets that promotes collaboration and informed decision-making

## 1. Accessibility and User-Friendliness

- Varying levels of digital literacy among users.
- Ensuring usability for individuals with disabilities.

## 2. Maintenance and Resource Allocation

- Keeping platforms updated, secure, and operational.
- Efficiently managing financial, human, and technological resources.
- Prioritisation

## 3. Stakeholder Engagement and Collaboration

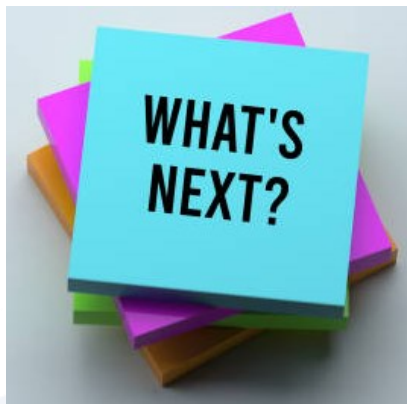
- Engaging stakeholders with different interests and expectations.
- Establishing clear communication and feedback mechanisms.

## 3. Evaluation and sustainability

- Developing frameworks to assess impact and effectiveness.
- Securing long-term funding and financial stability for ongoing projects
- Continuous Improvement

## 4. Data Security and Privacy

- Safeguarding sensitive health-related information.
- Addressing concerns regarding data confidentiality and privacy.
- User Trust



[innovation@scie.org.uk](mailto:innovation@scie.org.uk)

**SCIE** – We will send a survey to understand what has gone well and what we can do better

[arfevaluation@ipsosresearch.com](mailto:arfevaluation@ipsosresearch.com)

**Ipsos** - Ipsos will be conducting surveys and interviews with relevant stakeholders to evaluate the programme's processes and emerging impacts.

**The slides, key message and identified tools will be uploaded to SCIE's website**





social care  
institute for excellence

Thank you

For more information please visit

[www.scie.org.uk](http://www.scie.org.uk) (ARF) or email

[innovation@scie.org.uk](mailto:innovation@scie.org.uk)

[www.scie.org.uk](http://www.scie.org.uk)



YouTube