**CareView**

**A community platform powered by you!**

CareView is an application that addresses the missing link in the current services system of Leeds City Council. It helps us to spot and report signs of social isolation in our communities and neighbourhoods. As pointed out by the participants of Innovation Lab, it provides the missing link between socially excluded people and the services Leeds City Council provides. It is designed to address those weak spots in simple and engaging way. Furthermore, it can be used as training tool for the Leeds City Council employees providing extra information about the services.

Pilot software is designed exclusively for the City of Leeds Council employees, volunteers and support workers. It brings gamification (serious games) elements boosting engagement and motivation of the users. To allow maximal compatibility with different platforms it is designed in HTML5 allowing usage on any mobile device (smartphone, tablet or laptop).

Gamification itself is known method used by [businesses](http://www.pcworld.com/article/2047564/gamification-using-play-to-motivate-employees-and-engage-customers.html), [education](https://www.duolingo.com/) and even in [AIDS research](http://www.cnet.com/news/foldit-game-leads-to-aids-research-breakthrough/) to engage with and motivate different audiences.

CareView works in very simple way. Here are the steps user goes through while using the app:

1. Once encountering location or person user is concerned about, he/she simple pushes the **button.** This way sends GPS (location) information to the server.
2. User is taken to the **map screen** that shows his/her current location.
3. After pressing the current location, user is asked to log the type of concern. We divided them by three main sections (environment, buildings, people). This way appropriate departments and services could be notified, when the issue is recognised, and approved by the admin.
4. After selecting type of the concern, user is being shown the **heat map** of the concerned points in the area. On this screen there is also ‘unlock more information area’ which takes us to more training information and **leader boards**.
5. Each time the user logs an issue he/she gets a point. After receiving three points users receive a **badge**. This way software introduces competitiveness and provides simple scoring mechanisms (gamification).
6. **Admin panel** - on this panel administrator can see detailed information provided by the users. This includes heat map of all three sections and statistics of the app use. This will be customised to Leeds City Council employee’s needs.

Administrator is the person who notifies the appropriate services to take an action. Users of the application get extra points while the action is taken. This creates the sense of usefulness and motivation.

Link to the presentation:

<https://prezi.com/ljtvuxaikhaq/careview/>