CareLINK

Wellbeing solution for all citizens

CareLINK is Web application addressing signposting issues in the city. It is focused on local communities and provides information in accessible way. As a first small step our approach is looking at domestic violence issues. It is a solution both for city council employees, citizens experiencing violence issues in the neighbourhoods and the victims themselves. Application being simple and user-friendly solution can be used both in emergency situation, as well as to prevent the violence and improve the safety in the city.

During the lab our group identified lack of consistency of information and saturation of irrelevant information provided in the current search services. Current tools such us Leeds Directory are also slow and contain mainly information about the national services and organisations. There is no easy way to find information about local groups and services. This is why our solution primarily focuses on local use and quality of information allowing assisted self-help and provides consistent information access to all the users. Algorithm used in the app takes priority in the location and postcode of the concern.

Scaling up CareLINK would be part of mother page containing all the services of the council including our CareView application. The prototype solution is the first step towards improving quality of information and consistency across all the council areas.

Furthermore, its ‘flag’ the irrelevant information feature, brings out of date resources to the attention of the data managers. It also allows users and communities to self manage the application allowing best quality of information possible.

To allow maximal compatibility with different platforms, it is designed in HTML5 allowing usage on any web browser and mobile device (smartphone, tablet or laptop).

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

1. Website welcomes user asking user ‘*Are you in immediate danger?*’ Large YES and NO buttons allow immediate action. If user selects large ‘Yes’ button, then the application asks if user would like to dial 999. This allows fast and simple solution for emergency situation.
2. If user selects NO then he/she is asked to provide the postcode. After pressing Search button user is presented with the services in the area.
3. Algorithm is looking at the location first then the opening times of the services in the area, allowing immediate response via telephone or email from the presented organisations. Furthermore, users can flag irrelevant service or no longer existing group, this provides quality of information managed by the users themselves.
4. After pressing more button users can find further information about the particular service. This contains any information provided by the Admin including opening times, telephone, email or address of the community group or organization.
5. Admin view - this allows administrator (Leeds City Council employee) to see, modify, add, flag and add notes about the services and groups available on the platform. Furthermore, the panel can be printed providing clear and accessible information for meetings or to hand out to citizens.

Link to the presentation:

<https://prezi.com/63tdni5vgh0-/carelink/>