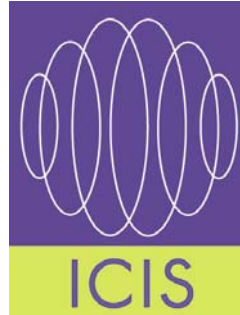


# ICIS : information for life



## ICIS Mission

To enable people of all ages to improve the quality of their lives and to cope better when life is difficult. ICIS provides impartial and timely information directly to individuals and service providers who reside in West Sussex.

ICIS believes that information is essential to enable people to manage their lives through difficult or challenging circumstances. It enables people to make informed choices supporting their health, wellbeing and independence.

## What we do

ICIS is a 'one stop shop' of information for people of all ages in West Sussex. ICIS continually gathers and maintains information about local and countywide services so that we can signpost people to sources of support, help and advice.

## Testimonials



### Members of the public

- Faced with a problem and didn't know which way to turn. ICIS came up with the answer!
- Very impressed with the speed of the service - and the information was exactly what was required so thank you.
- There have been times that without ICIS I do not know what or where I would have gone for help.
- Very approachable, nothing too much trouble. Prompt response with range of potentially useful information provided.



### Service Providers

- I have been using ICIS for 10 years. You always signpost me to the right service for my clients.
- Saves a large amount of time and it's reassuring to know the information is current.
- We no longer need to risk keeping outdated printed information to answer .. requests.. ICIS has a good reputation for supplying accurate, up-to-date information and we trust the information they provide.

# ICIS : information for life



## ICIS Enquiry Service

Free, confidential and impartial information; available by phone, fax, text message, email and textphone.

## ICIS' Enquiry Team can signpost people to:

- Accessible holidays
- Advocacy, counselling and advice services
- Cultural and faith groups
- Disability support
- Education, training, employment and volunteering
- Equipment suppliers and accessibility advice
- Health care and alternative therapies
- Home security and maintenance
- Housing and home visiting services
- Sources of funding and benefits advice
- Support for carers, families and children
- Support groups, clubs and much more....



## ICIS also has access to UK-wide directories such as:

- Disability Living Foundation's Equipment Data
- UK Advice Finder (UK advice services)
- National disability information
- Funding for individuals

**Freephone:** 0800 859929

**Textphone:** 01903 859929

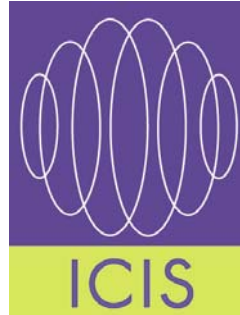
**Text message:** 01903 859929

**Fax:** 01903 777601

**Email:** [enquiries@icis-info4life.org.uk](mailto:enquiries@icis-info4life.org.uk)



# ICIS : information for life



## ICIS Website

A free online directory that helps you search for services to support you in your daily life.

- Caring for someone
- Family and parenting support
- Getting around
- Help at home
- Living with a disability
- Money matters
- Things to do
- Working and learning



[www.icis-info4life.org.uk](http://www.icis-info4life.org.uk)



See what events, training and activities are going on in your area. Read the quarterly newsletter. Search the Support for Services database for resources and services supporting organisations and groups in West Sussex. Read the online noticeboard, find help for carers and view a demonstration of ICISdirect.

## ICIS Newsletter

Quarterly newsletter keeping service providers in West Sussex informed about organisations, resources and opportunities. Provides information on a wide range of support services across the County along with funding, training and events. Each newsletter contains over 100 organisations or services for people in West Sussex.

Available to download from the website or it can be emailed or posted.



# ICIS : information for life



## ICISdirect

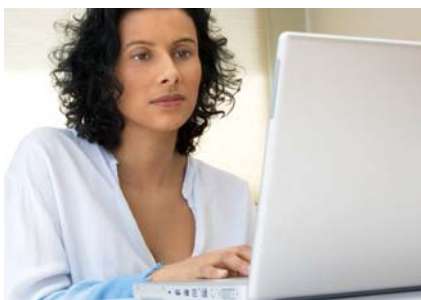
A unique online directory of help, support and opportunities in West Sussex. ICISdirect has been specifically designed for organisations providing support for clients, enabling staff to provide a more effective service, saving them time searching for services supporting health, wellbeing and independence. Available on subscription. Demonstration available on the ICIS website.

## What are the features and benefits of ICISdirect?

- search for services at your convenience
- find out who's doing what and where
- find services outside your field or location
- no liabilities with data protection
- save time finding information
- thousands of groups & services from all sectors
- information updated and added daily
- powerful, easy-to-use searching tools
- links to websites, emails and Google map
- technical help during office hours

## Customised Datasets

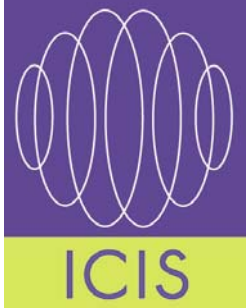
Tailored sets of information designed to meet service provider's specific information needs. ICIS can research and create information resources to help services provide timely, accurate and relevant information to their clients accessible via intranets, extranets or the internet.



**FREE DEMONSTRATION AVAILABLE !**

Visit: [www.icis-info4life.org.uk/ICISdirect/subscribe.asp](http://www.icis-info4life.org.uk/ICISdirect/subscribe.asp)

# ICIS : information for life



## West Sussex Carers Emergency Alert Card

Scheme for people who look after an adult or child who depends on them because they are ill, have a disability or are frail. Carers are provided with a card which identifies them as a carer and includes a 24 hour contact number that can be rung if the carer falls ill or has an accident while out. This ensures the carer's named contact will be alerted to what has happened. The scheme provides peace of mind when leaving a person being cared for alone for a short while. This scheme is administered by ICIS on behalf of West Sussex County Council and also supports the West Sussex Emergency Respite Scheme run by the Council and Crossroads.

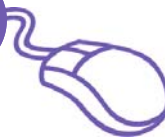


## West Sussex Carers Online

Information about services and support for carers in West Sussex. Searchable database and links to carers services. Website maintained by ICIS for West Sussex County Council and Carers Online, in collaboration with carers services and carers in West Sussex.



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



## West Sussex Social Enterprise Network

Information about support and guidance for new, emerging or established social enterprises in West Sussex. A monthly e-bulletin is available to download, containing news, events, funding and resources in West Sussex. Produced and maintained by ICIS on behalf of West Sussex County Council.



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



# ICIS : information for life



## Frequently Asked Questions

### How long has ICIS been running?

ICIS has been providing an information service for West Sussex since 1994. Originally a disability information service we have now broadened our information to include support for people coping with any difficulty or disadvantage and people who wish to prevent or delay the need for health or social care services.

### What does ICIS stand for?

It used to stand for Independent Combined Information Service when we were a project of the Queen Elizabeth's Foundation for Disabled People. In 2003 we became an independent registered charity. We dropped the full name but retained the acronym and added a descriptor – ICIS : information for life.

### How many enquiries does ICIS receive each year?

The figures for 2010 indicate that ICIS information has supported approximately 30,000 enquiries. This includes about 2,000 direct calls to our Enquiry Line, and over 28,000 enquiries made via our online public and subscriber databases.

### Who funds ICIS?

ICIS has a contract with West Sussex Adults and Children's Services and a grant from NHS West Sussex to facilitate information provision in the county to support people's health, wellbeing and independence. ICIS generates additional income by designing and maintaining information solutions, directories and websites for other organisations.

### Where is ICIS promoted?

ICIS leaflets and posters are supplied to key public locations such as health centres, libraries, local authority offices and CABs. Much of our promotional activity is focussed on frontline services who contact us directly for information to support their clients, or pass on our details to clients they work with. We also attend events and meetings throughout the county and give presentations about our service upon request.

### What information does ICIS have?

ICIS continually gathers and maintains information about local and countywide services supporting people in West Sussex. The information is stored on our database, enabling us to respond to enquiries and support the information needs of health and social care services in West Sussex. ICIS also subscribes to specialist databases used to further our search for information about disability equipment, funding for individuals in need, UK disability information services and UK advice services.



# ICIS : information for life



## How do we get our information?

ICIS researches and investigates information from a variety of sources including newspapers, e-bulletins and other publications. ICIS staff attend networking events, keep abreast of national developments and carry out targeted mail shots to meet identified gaps in service provision.

## How do we keep information up-to-date?

Every organisation in our database is contacted on an annual basis to update their record. Organisations are encouraged to keep us informed of changes to their details as and when they occur or they can edit their record online with a unique PIN.

## Who can access ICIS' database?

ICIS staff have full access to the ICIS database which is used to answer enquiries and develop tailored resources for other providers. ICIS' free online directory contains about a third of the information and helps people search for answers to commonly asked questions. Subscribers to ICISdirect have access to 98% of the information stored in the ICIS database. Tailored dataset subscribers have access to the information that is relevant to their particular needs.

## What is ICISdirect?

A unique online directory of help, support and opportunities in West Sussex, designed specifically for organisations. Users have their own password and can view records that are not publically available online. A free trial is available online and subscription is on an annual basis.

## Can ICIS create databases for other organisations?

Yes. We develop databases (dataset/ directories) to meet the particular needs of services. These might be specific to a client group, a geographical location, or might arrange the topics and subject matter in a different way. These databases can be made available online, via intranets or in hard copy.

## Does ICIS have any other branches?

No. As far as we know ICIS is one of only three or four organisations in the UK managing and enabling access to countywide information with a focus on health, independence and wellbeing, and covering all aspects of disadvantage, including disability, for all people.

The above answers were correct as at October 2010.

