

Enabling Use of Information for Wellbeing through Remote Technology

Developing an Emotionally Intelligent Approach to COVID Resilience, Recovery and Renewal by Library-Third Sector partnerships.

Call for Proposals December 2020

1. Purpose

This call for proposals is funded by the Scottish Government Health Literacy and Self-Management team. It is issued by the Digital Health & Care Innovation Centre (DHI) in collaboration with the Scottish Library and Information Council and the ALLIANCE.

The project aims to co-design and test a training framework for library and third sector staff using remote technology to facilitate health literacy, creative reading and storytelling for people at risk of social isolation due to the impact of COVID. The aim is to use remote technology to deliver person-centred support in using information for wellbeing and to provide the emotionally intelligent human connection which is often essential for personal change.

The outputs from this project will help to lay foundations for a new digital wellbeing service model for libraries and third sector partners. This service model will see partners collaborating to use remote digital technology in an innovative way which combines information provision with person-centred, therapeutic support to facilitate personal resilience, recovery and renewal through the COVID pandemic and beyond.

2. Background

2.1 Responding to the impact of COVID

The COVID pandemic presents Scotland with its biggest public health and economic challenge since World War 2. The loss of life, grief and bereavement due to the virus, the trauma for those working in health and social care, as well as for those experiencing social isolation due to shielding, and the financial hardship, have created a challenging adjustment period as lockdown restrictions are partially eased but full normality cannot return until a vaccine is rolled out.

As we move forward through this time of transition, there is great potential for libraries and third sector partners to use remote technology in a person-centred way, to help people and communities, including health and care staff, to use knowledge to recover, rebalance their lives, and create a new reality. This includes building health literacy in using factual

information for health and wellbeing and facilitating creative reading to nurture personal and emotional wellbeing.

COVID-19 has a disproportionate impact for those with protected characteristics and differing socio-economic status.¹ The shielded population with long-term health conditions, the housebound and disabled, homeless people, and those living in remote areas, all have new and pressing needs for support for their personal and emotional wellbeing as well as for their physical health. It is essential, therefore, that the recovery and renewal response by libraries and partners is flexible, customised to individual needs, and empowers people to access the information and support they need to live well on their terms.

2.2 Strategic context

This project will be a first step in delivering the [Collective Force for Health and Wellbeing Action Plan](#). This plan aims to deliver an innovative cross-sectoral partnership across libraries, third sector and health, and to maximise the use of digital services, to strengthen the role of libraries in health and wellbeing.

The *Collective Force* action plan builds on the national strategies for public and school libraries - [Ambition and Opportunity](#) and [Vibrant Libraries, Thriving Schools](#). Both these strategies identify as a top priority building the role of library services in health and wellbeing and in digital empowerment of citizens. It will also contribute to the health and wellbeing goal of the new Public Library Strategy, planned for publication in mid-2021.

In the health policy context, this project contributes directly to the aims of [Public Health Reform](#), the [Health Literacy Action Plan](#), [Realistic Medicine](#), and [Scotland's Digital Health and Care Strategy](#). Each of these policies underlines the importance of empowering people and communities to take more control over their health and wellbeing, using digital tools to access trusted information and to support personalised decisions based on the outcomes that matter to them.

3. Requirements

The successful supplier will work closely with DHI, SLIC and the ALLIANCE and with library and third sector staff to:

3.1 Co-design a training delivery approach and supporting resources

- to enable library and third sector staff to use remote technology in an emotionally intelligent way, to support citizens in:

- Health literacy, specifically in using health information for self-management and shared decisions
- Creative reading for wellbeing

The training will focus particularly on supporting the needs of vulnerable groups most likely to be impacted by COVID – i.e. people with long term conditions, the housebound, people in deprived areas, ethnic minorities.

¹ https://www.improvementservice.org.uk/data/assets/pdf_file/0013/16402/Poverty-inequality-and-COVID19-briefing.pdf

3.2 Pilot the training framework with library and third sector staff

- The supplier should evaluate the pilot delivery and apply improvements to the training model.

3.3 Produce a bank of learning and support materials

- For example, these may include short learning bytes, guidance notes, tips and techniques, slides and recordings from the webinar.
- The intention is that this bank of resources will be made available through the [Health Literacy Place](#) and other relevant digital channels.

4. Method of approach

Suppliers are invited to propose appropriate methodologies to deliver on the objectives outlined above.

Key elements of the method of approach should include:

4.1 Three clear phases of development:

Phase 1: Discovery: Defining the approach to development and piloting of the training framework through user research, co-design, and analysis of the learning from previous work.

Phase 2: Production and piloting: Creating the training programme, identifying pilot groups and delivering the pilot.

Phase 3: Evaluation and future planning: This phase includes providing the bank of learning materials for future use and making recommendations for future development and scale-up.

4.2 Building on learning to date

Maximising use of the collective experience of stakeholders and the many initiatives which form a foundation for this project will include:

4.2.1 A virtual opportunity for library staff and third sector to share their learning from COVID about use of digital technology, particularly remote communication tools, to build health literacy, support self-management and promote wellbeing through reading and storytelling. This event will be a key driver for developing a collaborative training framework for library and third sectors.

4.2.2 Identifying groups most at risk of digital exclusion in the pilot context and identify how to address this risk in this project's use of remote technology and other digital tools.

4.2.3 A focus on use of inclusive communication tools such as those highlighted in the [Inclusive Communication Hub](#).

4.2.4 Drawing upon related developments and projects, for example:

- Initiatives highlighted in the [Health on the Shelf](#) report on the role of public libraries in health and wellbeing, and the recent [SLIC showcase event](#) .
- The ALLIANCE’s [Discover Digital](#) programme.
- SLIC’s [collections of digital resources](#) to support libraries in facilitating health and wellbeing during the COVID pandemic.
- Three SLIC-funded projects supported by The ALLIANCE, Public Health Scotland, DHI and the Scottish Poetry Library:
 - A national programme of training in self-management and health literacy skills for public library staff. Outputs from this project are captured in the ALLIANCE toolkits [Going in the Right Direction](#) and [Libraries Supporting Your Self-Management Journey](#). These provide a starting point for developing the role of library staff in supporting people’s health literacy needs.
 - [Co-Creating Libraries for Health](#). This project is building the role of public and school libraries in supporting young people at risk of mental health issues, using digital tools as essential enablers
 - [Creative Words for Wellbeing](#): Building a National Networked Service – jointly led by the Scottish Poetry Library and the third sector organisation Lapidus Scotland, this project highlighted the strong evidence base for the benefits of facilitated reading and storytelling (bibliotherapy) on mental and physical wellbeing. The project recommended greater use of remote technology to reach remote and socially isolated individuals, and highlighted the benefits of collaboration across libraries, arts, health and voluntary sector to extend the reach of bibliotherapy services.

4.3 Core principles

The underlying principles of the training framework should foster the cultural growth among libraries partners of:

- A person-centred approach focused on individual needs and priorities and their personal circumstances.
- Empowering people and communities in self-management and taking control of their personal wellbeing.
- Closer collaboration by libraries, third sector and other partners in health and social care, to combine complementary skills and achieve common aims.
- A focus on human connectedness, emotional intelligence, proactive outreach and creation of supportive virtual spaces, as core elements of library and information services that improve health and wellbeing. This strengthens the role of libraries beyond the physical entities and transactional provision of information.

5. Deliverables

5.1 Training framework, to include (but not limited to):

- Recommended learning method(s).
- Materials and guidance notes to support trainers in delivering training, applying the relevant learning method (s).
- Tool(s) to evaluate training.

5.2 Report on training design and development process

This should include evaluation of the pilot and recommendations for future development and scale-up. This report should make clear the rationale for the final framework design and recommended learning method(s).

5.3 Bank of learning and support materials, as outlined above under “Requirements.”

6.Governance

The successful supplier will report to the Programme Lead for Knowledge and Decision Support in the Digital Health & Care Innovation Centre. The reporting line for the project will be through the DHI senior management team and Board structure.

A virtual Steering Group will be formed to guide and advise on delivery of the project, comprising representation from DHI, SLIC, the ALLIANCE, and library and third sector representatives.

7.Timeline

Activity	Timescale
Issue call for proposals	By Friday 18 December 2020
Responses submitted	By noon Tuesday 5 th January 2021
Award made	By Friday 8 th January 2021
Production of initial version of training framework based on consultation and co-design	By Friday 12 th February 2021
Complete pilot of training framework	By Friday 12 th March 2021
Finalise training framework and learning and support resources	By Wednesday 31 March 2021
Deliver final report	By Wednesday 31 March. 2021

8.Funding available

£10,000 inclusive of VAT.

9.Supplier response

Your response to this call should outline your proposal for delivering the requirements and deliverables outlined above. Your proposal should include the following elements:

- a) How you intend to deliver the services required.
- b) Your project plan and how you will ensure successful delivery within the timeframe.
- c) The methodology/ies you propose to use, incorporating the elements highlighted in section 4 above.
- d) How you will work in collaboration with key leads and stakeholders.

- e) Details of risks identified, and how these will be mitigated.
- f) The expertise and experience of the team undertaking the work. This should include CV[s] and statement of availability of the individual/s who will undertake the work..
- g) Summaries of similar work undertaken, including contact information (name and telephone number or email address) for at least one reference.
- h) Total cost, broken down into individual elements. Please provide specifics of the number of person-days to be allocated to the project.

Please submit your proposal to ann.wales@dhi-scotland.com by 12pm on 5th January 2021.

10. Evaluation of responses

Responses will be evaluated on the basis of:

- Quality (70%)
- Cost (30%)