

March 2009: Awarded Capacitybuilders grant to refurbish premises and create new meeting rooms and offices

December 2008: New and improved public online database launched

June-Nov 2008: Develops seven websites and databases for the Partnerships for Older People project

March 2008: Holds a Countywide Information and Innovation Event in Billingshurst to launch ICISdirect

January/February 2008: Engage East Communications to undertake marketing consultancy and develop brand for ICISdirect

December 2007: ICISdirect is piloted with 3 organisations

January 2007/December 2007: Major development in partnership with TGS software consultant. Development of new classification scheme / database hierarchy, and development of 'off-the-shelf' online resource for service providers (ICISdirect)

December 2006: Launched pilot version of an ICIS online database enabling organisations to find services that can support aspects of service delivery/development

November 2006: ICIS Board decision to undertake first stage of software development

March/November 2006: Funding sought unsuccessfully for software development

July/August 2006: Initial research to gauge interest from service providers in enhanced resource provision

Winter 2005/2006: Research into development of ICIS capability to support information provision in line with technological and government policy changes

June 2005: ICIS website is re-designed to improve the clarity, navigation, and information retrieval

April 2005: Development of online directory for West Sussex County Council Family and Schools Support service

April 2005: West Sussex carers website re-designed to enhance navigation and information retrieval

March 2005: Availability of extranet dataset on ICIS website to Royal British Legion Employment Services

December 2004: Launch of online Frequently Asked Questions on ICIS website

Autumn 2004: Launch of extranet dataset on ICIS website for West Sussex Carers Network

Summer 2004: ICIS IT capability is enhanced to facilitate access to information for organisational intranets and extranets

August 2003: Agreement between West Sussex County Council and Queen Elizabeth's Foundation for Disabled People terminated. Transfer of Undertaking from Queen Elizabeth's Foundation to ICIS : information for life completed with effective date of transfer 31 March 2003. New agreement in place between West Sussex County Council and ICIS : information for life

February 2003: ICIS registered with Charities Commission in the name of ICIS : information for life

November 2002: ICIS registered as Company Limited by Guarantee, in the name of ICIS : information for life

2002: Development of online information via ICIS website and West Sussex Carers website

2001: Research undertaken with support from pro bono consultant and people in West Sussex using the information service to establish appropriate image and identity

October 2001: AGM and funders' agree to proceed to independent status

September 2001: Start of co-ordination of West Sussex project for an Invest to Save Carers Online project with Devon and Surrey County Councils and Carers UK

August 2001: Start of major software development funded by West Sussex Health Authority

October 2000: Resolution passed at AGM to review ICIS status.

1999: Access to information expanded and facilitated via email to enquiry line. Development of information resources for service providers in hard copy and via CD Roms

1998: An independent evaluation of ICIS showed 'excellent' quality and effectiveness of service. The enquiry service was judged on the following criteria: specific to individual need, comprehensive, up to date, confidential, impartial, from skilled and trained staff, friendly, accessible, prompt response.

1998/1999: ICIS staff present service to the Queen, Duke of Edinburgh and Duke of Kent

1996: ICIS increasingly responds to need and manages the quality and development of information resources to support people of all ages requiring help because of difficult, personal or challenging life circumstances. Increasing development of skills and resources to provide information support to service providers across agencies of health, social care and education (voluntary, statutory and independent), helping to tackle social inclusion and in support of people's health and wellbeing.

December 1994: The Independent Combined Information Service (ICIS) enquiry line officially launched by the Duke of Richmond and Gordon.

1994: Agreement between West Sussex Social Services and Queen Elizabeth's Foundation for Disabled People, providing a disability information service in Surrey, and funds made available for premises and to support the establishment of the information service. Funding also received from Joint Finance, and substantial contributions from Ernest Kleinwort Charitable Trust and Anton Jurgens Charitable Trust, the FHSA, and Telethon. Building made accessible and the information resource development initiated. Agreement with Disability Information Service Surrey (DISS) to subscribe to database.

1992: In West Sussex a group of voluntary organisations strongly supported the development of an information service. A multi agency steering group and Federation of Information Providers and Users was established and constituted in the name of the Federation to form the new service - Independent Combined Information Service, to be known as ICIS.

1991-1995: A four-year project, the National Disability Information Project (NDIP), funded by the Department of Health, was undertaken to review and support practice and provision of information. The project had two main aims: nationally to improve the effectiveness of information providers and to promote greater co-ordination, and locally to encourage the development of local information and advice services. ADAIP (Alliance of Disability Advice and Information Providers) was born out of this Project.

1990: The NHS and Community Care Act (1990) identified the importance of provision of information about services in the community and gave a statutory requirement for the provision of easily accessible information, with the lead being taken by Social Services.

1988: Report published on behalf of Department of Health and Social Security by Coopers & Lybrand showing the information needs of disabled people, carers and service providers.

