



Community Led Support

A Borders Perspective - One year on

Progress to Date

- **Community Engagement**
- **Staff Training**
- **Involvement of 3rd Sector**
- **Customer Services from First Point of Contact**
- **Evaluation Framework Agreed/Baseline Data**



What Matters Hubs

- What Matters – Ettrick/Yarrow
- What Matters – Hawick
- What Matters – Peebles
- What Matters – Galashiels
- What Matters – Eyemouth
- What Matters – Kelso



Initial Feedback

- Positive Experiences – Service Users, Carers and Staff
- Community Engagement Ongoing
- Co-Production Approach Established
- Organisational Benefits



What Matters
How do you think we are doing?

Good Average Poor

	Good	Average	Poor
1. How suitable was the venue?			
2. Did you feel welcomed?			
3. Was this service easy to access?			
4. Did you receive the information, guidance and support that you needed?			
5. Were you satisfied with the outcome of today's visit?			
6. Would you recommend "What Matters – Yarrow" to others?			

Comments:

Date:

BritishRedCross

Key Principles and links with other work programmes



- **Locality Planning Groups**
- **Asset Focused Assessment**
- **Reduced Bureaucracy**

Key Principles and links with other work programmes



Further work to progress:

- **Buurtzorg/Neighbourhood Care**
- **Early Intervention & Prevention**
- **Commissioning**

