

Community Led Support in South Ayrshire

National event 5th December 2017



south ayrshire
health & social care
partnership



Community Led Support - reflections

Community Led Support and Change

Community Led Support and Common Constituent Part

Co-producing Community Led Support

Community Led Support in context

Community Led Support and conversation

Community Led Support and constructive partnerships

Community Led Support and challenge

Community Led Support and Change

Community Led Support needs to be seen as part of a bigger paradigm shift

Community Led Support as 'Framework' to hang change processes on

Community Led support as 'catalyst' to initiate and support change – for example:

- Role and function of staff
- Systems and processes
- Service responses

Managing Public Expectations

Material move to Self Management/Self Care

Integrating Technology Enabled Care into everything

Barclay Report – 1982 – Social Workers: their role and tasks

6 Roles for Social Workers...

- See people and their needs as a whole and to take account of their views about services, if any, are to be provided
- Acknowledge the value of individuals and recognise their rights to self-determination
- Promote Community Networks and engage in social care planning (that is work to alleviate existing and future social problems through responding to individual need, planning responses for a local population, working with other agencies and strengthening voluntary organisation)
- Act as a broker and negotiator with a knowledge of local community resources, balancing case work with wider patch-based community work
- Work with other services, negotiating and advocating on their clients' behalf
- Act as rationers and gatekeepers of scarce resources

Community Led Support and Change

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Community Led support as '**catalyst**' to initiate and support change – for example:

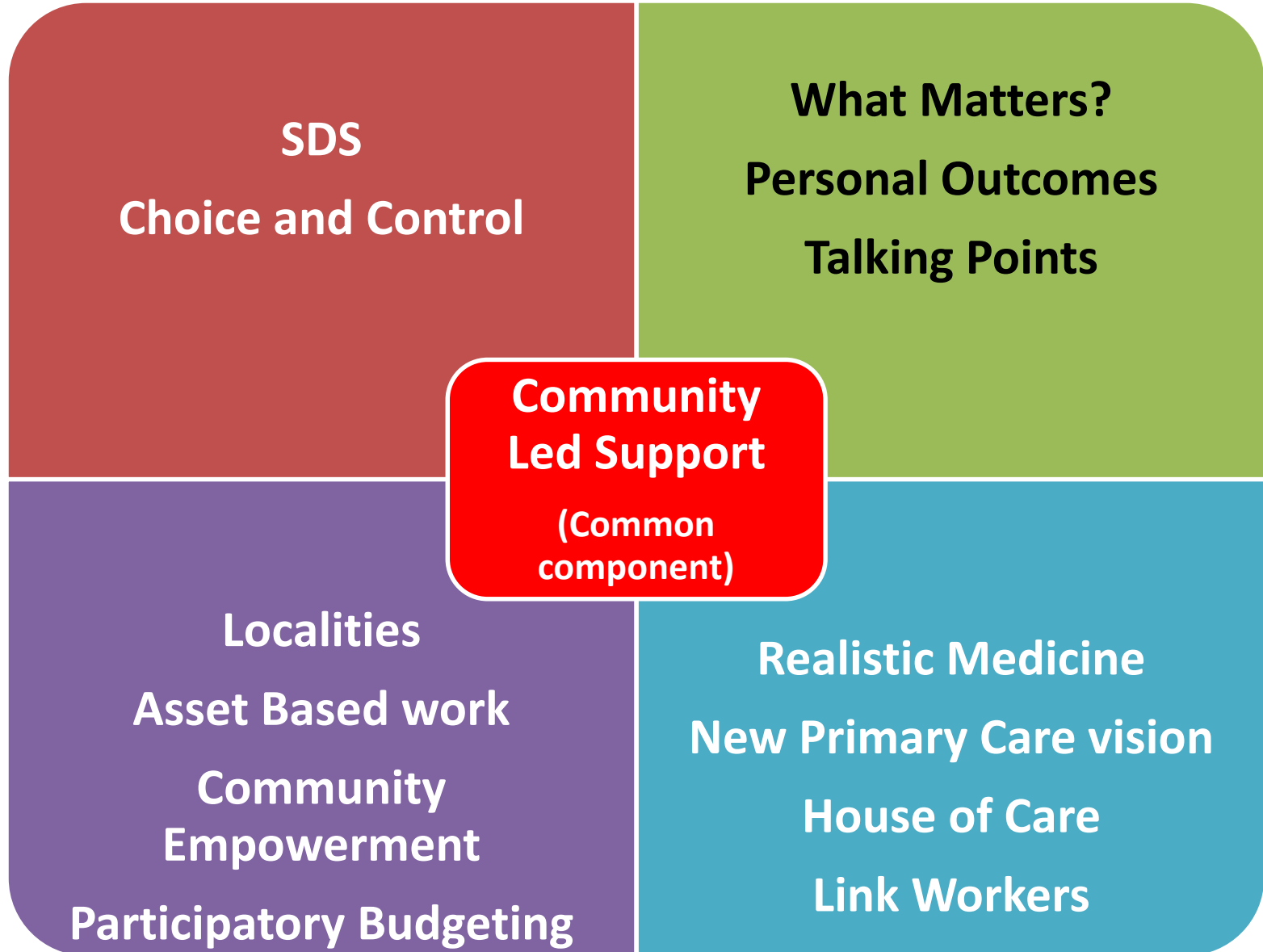
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Community Led Support as common constituent part



Co-producing Community Led Support

- Process is as important as product
- Journey is as important as destination
- Engagement all the way
- Visible 'permission giving' and leadership
- Grassroots staff taking leadership roles
- Working with communities all the way through



Community Led Support in context

National stuff

Self Directed Support

Keys to Life

Community
Empowerment
legislation

Primary Care reform –
GP Contract

Local stuff – South Ayrshire

Community Planning – Local
Outcome Improvement
Planning

New local Mental Health and
LD Strategies

Emerging new local Dementia
and Carers Strategies

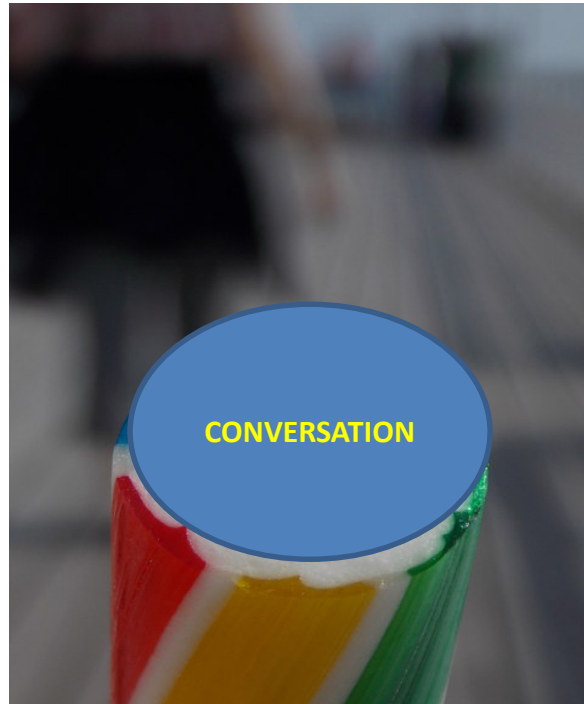
New HSCP Strategic Plan

Localities – Participatory
Budgeting



Community Led Support and conversations

Community Led Support is fundamentally rooted in having effective conversations early on in any process



Without the 'What matters to you?' conversation driving the change process, a sustainable shift in culture and practice won't take place

Community Led Support and constructive partnerships

Third sector – VASA and others

Carers Centre

Independent sector

Other Council Departments (eg housing
Customer Services)

Health colleagues – Mental Health, Learning Di
OT, etc

Localities and Locality Planning Groups



Community Led Support and Challenge

Communicating the ethos rather than CLS as a discrete programme

Agnosticism, Naysayers and inertia

Front line worker 'activists' are challenging the orthodoxy of their managers

Ruffling feathers and ruffling systems

Change is painful