



National Development Team for Inclusion

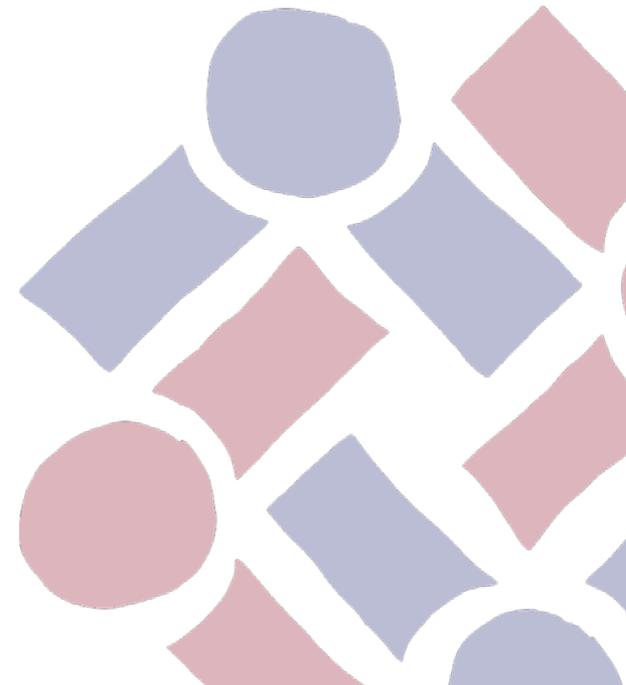


Community Led Support

an  NDTi Programme

Community Led Support in Scotland

June 2017



More of the same won't do!

Christie Report

Audit Scotland Report

Integration for Health and Social Care

Self-directed Support & Person centred care



A model approach

Community Led Support

Starting with local communities

Focused on What Matters to them

Building on Strengths

Community Empowerment



In a nutshell – community led support

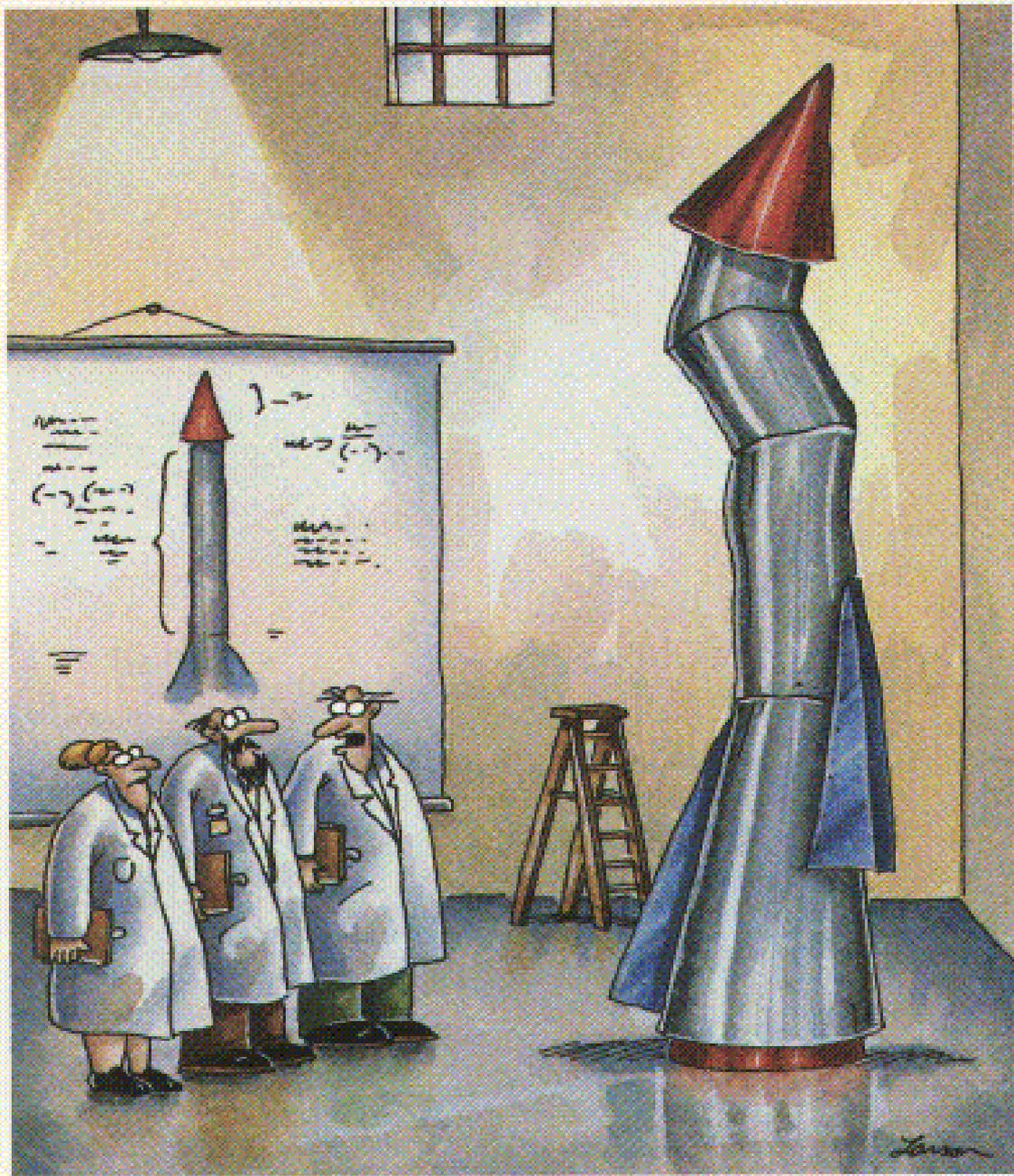
- Aims to provide the foundation for a more modern, effective way of delivering social (and health) care support that strengthens individual and community resilience and wellbeing
- It is a concept based on joined up working and collaboration across a range of organisations and partners that work collaboratively in the interests of the community, providing more effective support to those who need it
- It challenges the way large organisations work and aims to empower staff, reduce bureaucracy and strengthen peer support and autonomy
- It moves away from professional led process and decisions and aims to focus on good, effective conversations with people



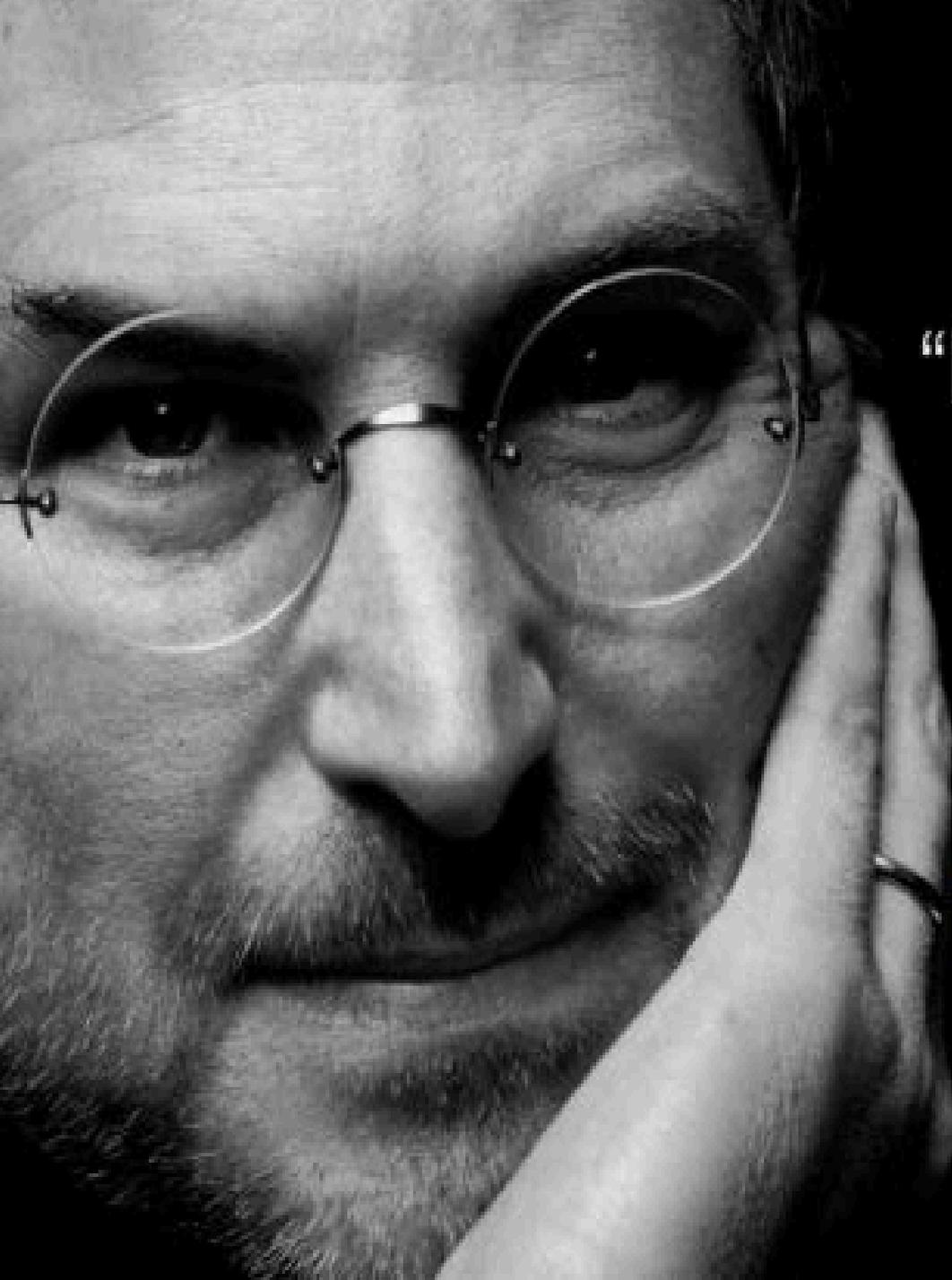
In a nutshell: the programme

- A UK wide network that brings together organisations and like minded people working to the same aim sharing ideas, tools and learning;
- A programme of change based on a set of principles that will be implemented in different ways in different areas;
- It addresses all facets of service delivery to make it 'business as usual':
 - Cultural change (practice and organisational)
 - Process and system change





"It's time we face reality, my friends. ... We're not exactly rocket scientists."



“If you are working on something exciting that you really care about, **you don't have to be pushed.** **The vision pulls you.**”

CLS Principles

- Co-production brings people and organisations together around a shared vision
- There is a focus on communities and each will be different
- People can get support and advice when they need it so that crises are prevented
- The culture becomes based on trust and empowerment
- People are treated as equals, their strengths and gifts built on
- Bureaucracy is the absolute minimum it has to be
- The system is responsive, proportionate and delivers good outcomes



Now

In future

What matters most to me?

How do I stay healthy and safe?



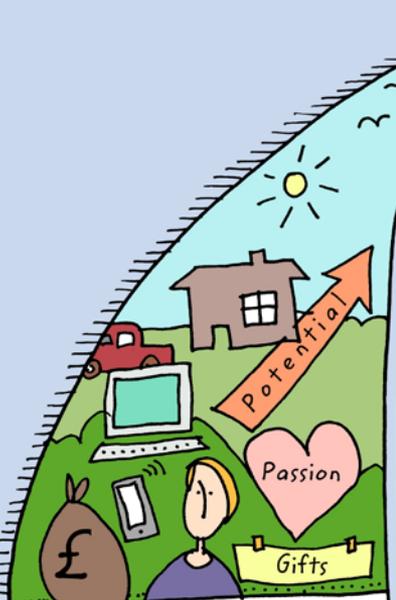
What is going well?

Now



What is not going well?

How I want my life to be.
Outcomes
Plans
Dreams
Hopes



Personal



People / Social Capital



Community



Statutory and paid support

Resources

East Renfrewshire.

- Building on a long history of developing ever more person centred ways of working: pushing on an open door.
- **Co-production has been the focus and this has paid off, resulting in progress.**
- Small project team taking a practical hands on approach; front line social work and carers and the carer centre front and centre to this.



South Ayrshire “Connect”.

- Solid foundations of real locality planning groups who are fully involved in co-producing local offer – “Connect” Prestwick / Girvan / Ayr etc.
- **Real meaningful partnership with local voluntary sector, first “new front door / hub in shop front in Ayr town centre hosted by VASA.**
- Principles driving local implementation which is developing organically in each corner of South Ayrshire.



“What Matters” Scottish Borders.

- Two first phase implementation sites, Hawick town (Burnfoot) and Ettrick and Yarrow Valleys.
- **Social worker at the first session saw people from the waiting list and supported drop-ins and said using the Effective Conversations approach was “really liberating”.**
- Clear focus on co-production with strong partnership working, supported by an effective project support team from within the HSCP proving to be a great combination.





A Borders Perspective
Elaine Torrance



In line with Key Principles



- **Locality Working**
- **Early Intervention and Prevention**
- **Asset Focused Assessment**
- **Reduced Bureaucracy**
- **Co-Production**

- **Community Engagement**
- **Staff Training**
- **Involvement of 3rd Sector/Customers/Services/Health**
- **2 Hubs Now Up And Running**
- **Evaluation Framework Agreed/Baseline Data**



Initial Feedback



- Positive Experiences – Service Users, Carers and Staff
- Excellent Community Engagement
- Co-Production Approach Embraced
- 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

Emerging findings / progress towards outcomes

- System efficiencies
 - Reducing waiting times/lists
 - Reducing repeat calls to contact centres
- Indications of cost savings
 - Lower cost packages/support
 - Different kinds of support/natural networks
 - Accessing community grants
- Outcomes/benefits to date:
 - Local people value different conversation, access points, local focus, different relationship
 - Improved staff morale / skills development
 - New partnerships, better relationships



What makes the good stuff happen and work well?



Ensuring the different conversations work throughout the system



Synchronicity for partners



Simpler, faster, person centred paperwork



Working together to make the community elements work well

Values based practice



Unifying vision

Evidence – a compelling case for change



New roles, skilled teams & team work ; colleagues & work locations – breaking down barriers



Strong leadership & enabling managers



Local solutions for local people – can challenge commissioning/procurement

Different ways of making £/support decisions with different partners (peer forums)



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