

The programme of support

We work with each site over approximately 18 months to plan, design, implement and evaluate their changes locally and to create a new model that continually learns and develops.

Each area is unique and implementing the principles will therefore look different as the work responds to local circumstances, strengths and priorities.

There is a strong national network to enable sites to share experiences, learning, tools and ideas and address common challenges.

“This is the first change programme I have been involved in where the staff just cannot wait to be involved and get started. I literally cannot hold them back. Although we have piloted the new approach, word has got out and other social work teams are already adopting the changes”.

Cath Roff, Director of Adult Social Services at Leeds City Council

“The solution lies in working with communities”

Des McCart, Healthcare Improvement Scotland

New network members are always welcome.
For more information and an informal discussion please contact

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#communityledsupport

A new way of delivering Community Support



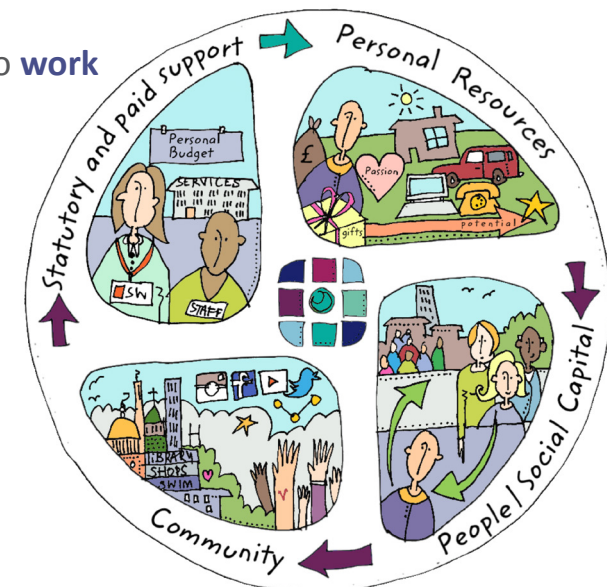
Community Led Support
an NDTi Programme

Our **Community Led Support (CLS) Programme** is a network of selected local authorities and health and social care partnerships. The CLS programme **brings innovation to how we deliver services** – designed and driven by practitioners along with local partners and members of the community they are serving.

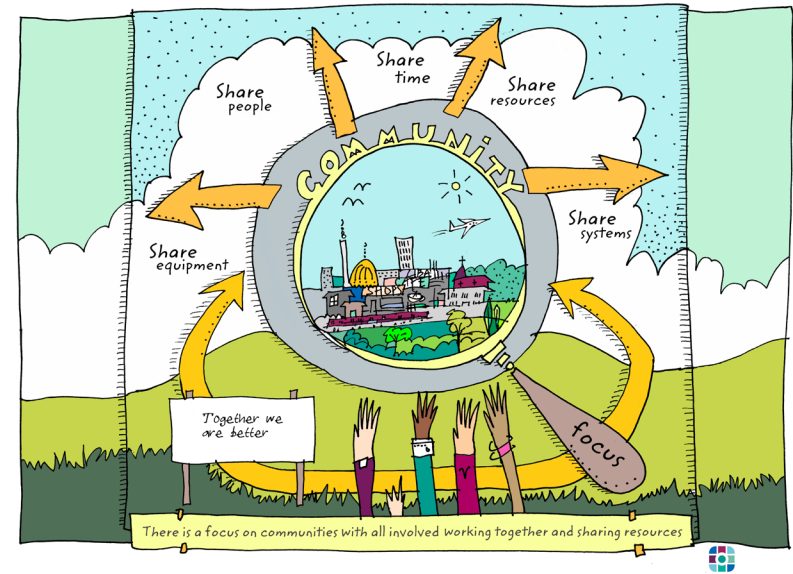
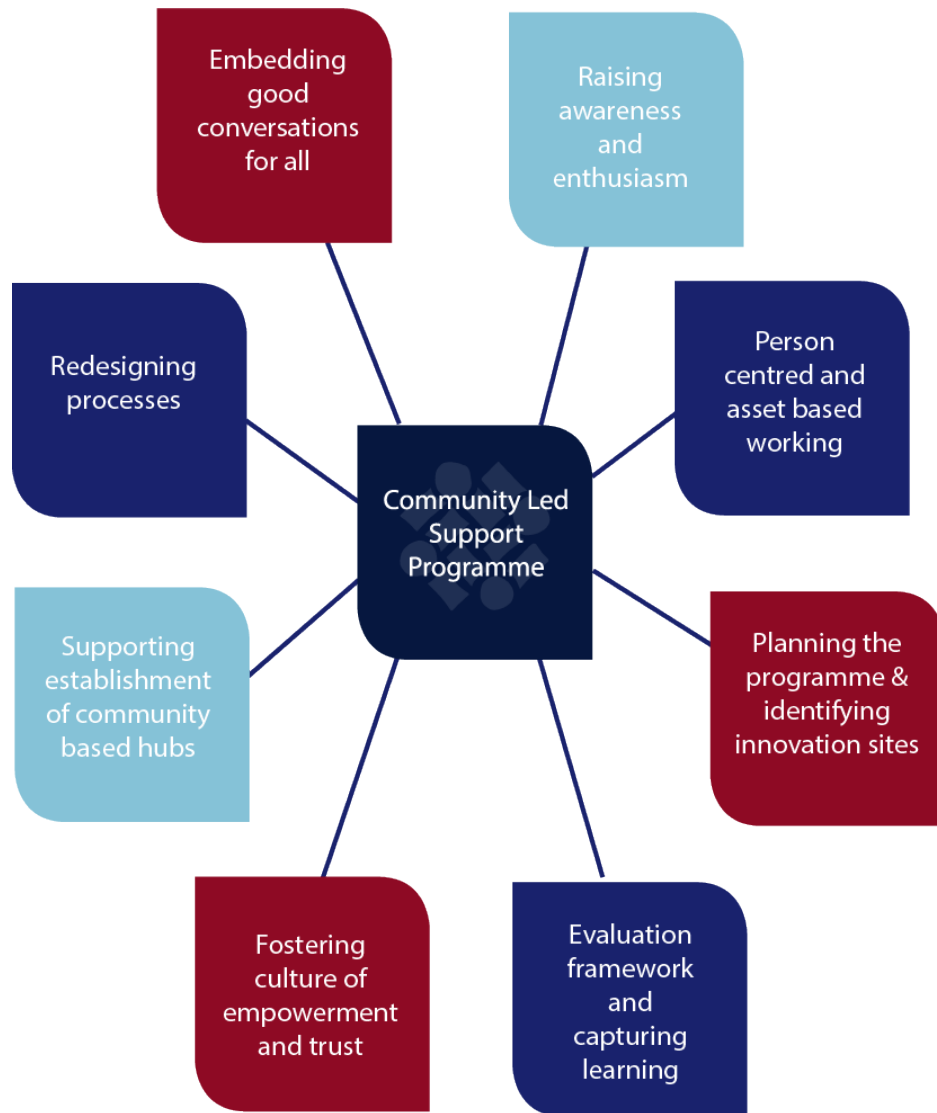
This not a new fad but **builds on what is already working, joining up good practice and strengthening common sense, empowerment and trust.**

CLS assists organisations to **work collaboratively with their communities and their staff teams to redesign a service that works for everyone,**

that evolves and is continually refined based on learning.



NDTi is delivering a **programme of support tailored to each** area but with some key components:



Community Led Support principles are:

Coproduction brings people and organisations together around **a shared vision**

There has to be a culture based on **trust and empowerment**

There is a **focus on communities** and each will be different

People are treated as equals, their strengths and gifts built on

Bureaucracy is the absolute minimum it has to be

People get **good advice and information** that helps avoid crises

The system is responsive, proportionate and **delivers good outcomes**