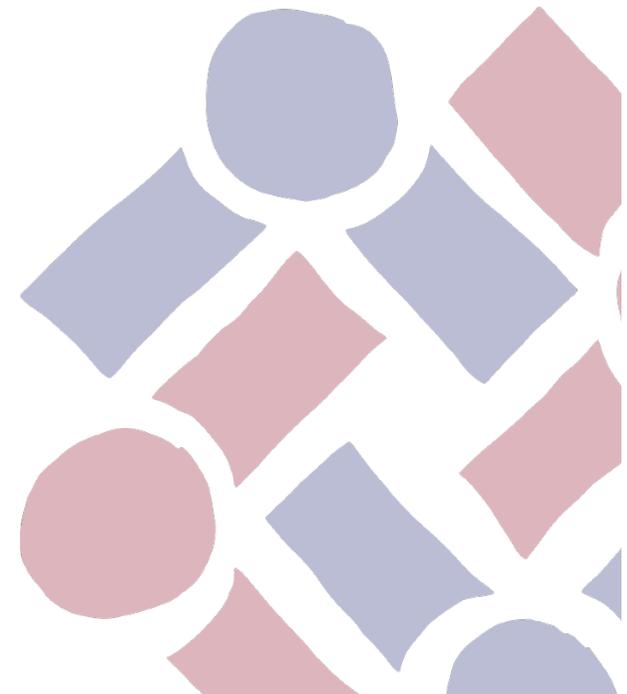




Community Led Support Sharing the Learning from Scotland

Welcome

Edinburgh March 16th 2017





National Development Team for Inclusion



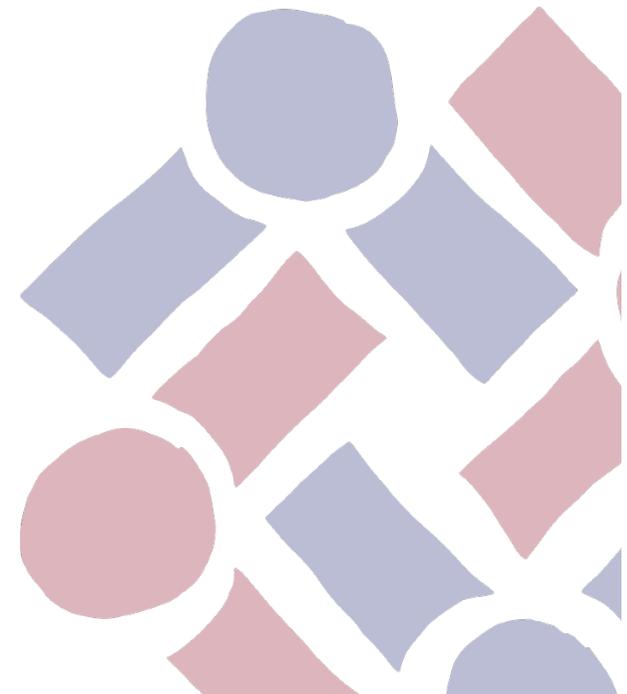
Community Led Support

an  NDTi Programme

Community Led Support Overview and learning to date

Edinburgh 16th March 2017

Jenny Pitts, Community Led Support Programme Lead NDTi



In a nutshell:

- 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 that addresses all facets of service delivery to make it 'business as usual':
 - Process and system change
 - Cultural change (practice and organisational)
- Focuses on improving:
 - Experience and outcomes for people
 - Efficiency and effectiveness of services
- 18 months support but not a 'quick fix'



What's different about CLS?

- It requires organisations to think and act differently
- Co-production is at its heart
- There is no blueprint – there's a set of principles and experience and learning
- It is organic and will evolve
- It means genuine empowerment of teams
- It may involve different relationships with third sector and partners;
- It involves cultural **and** process change
- It's a genuinely sharing network which is beginning to define itself and future issues



CLS Principles

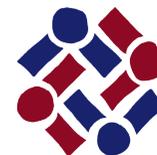
- Co-production brings people and organisations together around a shared vision
- There is a focus on communities and each will be different
- People can get support and advice when they need it so that crises are prevented
- The culture becomes based on trust and empowerment
- People are treated as 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



What difference is it making?

WARNING

- **Waiting lists significantly reduced;**
(Denbighshire report no waiting lists where they have been running hubs)
(Derby report that if people need an assessment they can now usually be seen within a week, likewise a hub appointment)
- **Fewer full assessments and home visits needed:**
 - 30% of people who attended a Talking Point in Derby in first 6 months required a full assessment
 - 45% of people who visited a hub in West Somerset in first 4 months needed a full assessment & paid support
 - In Derby 17% who attended Talking Point required no paid support but otherwise would have)
 - In W. Somerset this figure was 37%
(but not yet clear if they would have otherwise)



What difference is it making? – cont.

WARNING

- More people have their situation resolved at first conversation.

- Less time spent doing paperwork

(Leeds have a 2-page conversation record that has replaced a much lengthier document– staff report that reduced paperwork has released them to work on what's important)

(Somerset teams feel time spent on paperwork has halved)

- Morale across teams improved

(Derby customer services team also report much higher job satisfaction)

(Social workers in Denbighshire talk of feeling 'liberated')

(Social workers in Leeds talk of feeling re-invigorated and valued)



Community Led Support
an NDTi Programme

What are we learning?

- **Leadership** throughout and across organisations and communities is key;
- You can't pick and choose the **principles** to adhere to: all are key;
- *“This feels like a movement not a programme”* (S. Ayrshire HSCP Partnership Facilitator)
- *“Start small but think big”* (Director Adult Services, Derby)
- *“CLS is a movement; we can't put it back in the box”* (Asst. Director, Leeds)

