

## Adult Social Care

# Community Led Support— National Evaluation Findings

## National Development Team for Inclusion

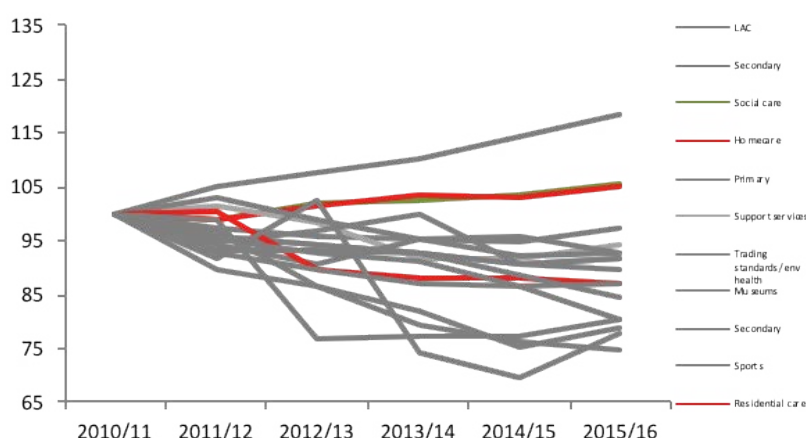
### Contact for Enquiries

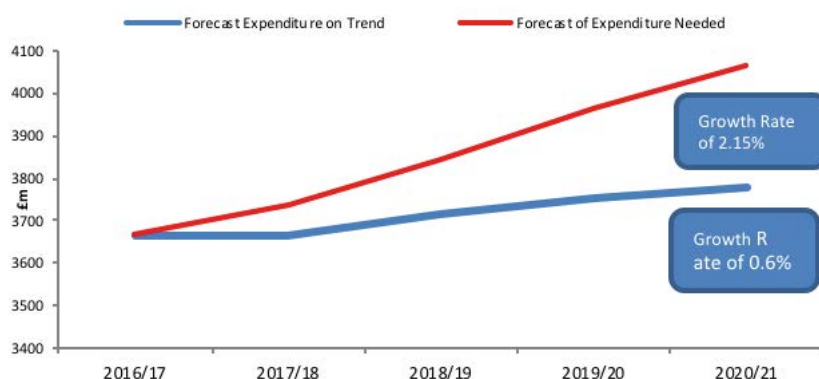
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Community Led Support has developed as a response to the increasing demand on social care to become more asset based, more responsive and community focused. Community led support is based on the fundamental principle that people should harness and share the resources available in their community outside of paid or statutory services. The NDTi (National Development Team for Inclusion) offer a programme of Community Led Support and the first national evaluation report was published in December 2017. The programme to date has supported increased asset based approaches and community collaboration with HSCPs in East Renfrewshire, South Ayrshire and Scottish Borders.

## Background

The drivers for Community Led Support are several. The complexity and demand on social care is increasing and although social care budgets have been relatively protected, expenditure has not increased in line with demographic changes. A further concern is the significant budget reductions in other services that impact on outcomes for vulnerable individuals and hence add to the increasing demand on social services.





At the same time a range of reports have highlighted the need for a shift in social care to a more collaborative and asset based approach. The Christie Commission Report held that ‘more of the same won’t do’, The Scottish Approach outlines that collaboration should be at the centre of everything that is being done, Audit Scotland is advocating an asset based approach and the Community Empowerment Act emphasises the importance of involving communities. Community Led Support brings together these challenges to deliver a more holistic and proactive approach to adult social care.

## Key Activities

The NDTi Community Led Support programme is delivered in partnership with the participating Health & Social Care Partnerships and local authorities. The programme has developed over the last 2-3 years and is based on seven principles that have developed over time:

**Shared vision** – A shared vision across Social Care, Communities, Health and providers. Coproduction brings people and organisations together around a shared vision.

**Community** – There is a focus on communities with all involved working together and sharing resources. Through community engagement and involvement the Community Led Support programme have unlocked renewed motivation in communities.

**Empowerment** – There should be a culture based on trust and empowerment within and across organisations. Traditionally adult social care will cater for the worst-case scenario. Community Led Support turns this on its head to empower staff and trust that they make good decision, within services but also across agencies, including the voluntary sector.

**Information** – People receive good advice and information that help avoid crises. A lot of the challenges are linked to people not knowing what types of support is out there.

**Equal** – People are treated as equals to their strengths and gifts built on.

**Bureaucracy** - Is the absolute minimum it must be.

**Outcomes** – the system is responsive, proportionate and delivers good outcomes. Responsiveness is key to make the customer feel valued and decreases time dealing with frustration.

### Community Hubs

Seeing people quickly in a friendly, welcoming environment is one of the mechanisms that enables the service to be both responsive and community focused. People whose issue cannot be resolved easily on the telephone but who don't necessarily need a home visit and/or complex assessment are offered an appointment in a community hub.

- Community hubs are set up in the heart of communities and make use of village and community halls, libraries in welcoming and accessible environments.
- They are developed in partnership with community groups and the voluntary sector and often involve local people volunteering to offer a friendly 'meet and greet'
- People often come to the community hubs on a drop-in basis and if they need a longer conversation they are booked in for an appointment.
- A majority of people can go away with support in place after this conversation without having to contact formal statutory services.
- Community hubs are given a local identity such as 'What Matters' in Scottish Borders, 'Talking Points' in East Renfrewshire and in South Ayrshire a shop opened in October offering a range of support and information with social workers being present one afternoon a week.

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## Benefits and Impacts

### National evaluation report findings

- Better experiences and outcomes for local people
  - Earlier access and greater efficiency (Community Led support can be effective in reducing waiting lists and managing demand)
  - Engaged staff and improved morale
  - Potential for savings (Costed analysis was undertaken as part of the evaluation, using financial and performance data provided by two sites. Based on reductions in the costs of support for new people entering the system, the findings demonstrate significant cost avoidance resulting from changes to local systems and the approach taken to implementing CLS in these sites.
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## Learning

Based on the experience of the initial areas implementing CLS 9 'key components' have been identified that are key 'bits of the jigsaw' for CLS to be successful and take hold:

- A range of people skilled in having asset based conversations
- Streamlined processes and quick decision making
- Feedback from people following contact
- Recording to support good conversations
- People can see someone soon after first contact (removing waiting lists)
- Community and voluntary sector involvement
- A culture of trust and autonomy within teams
- Good conversations at first contact
- Strong leadership aligned to Community Led Support principles