

Local Area Coordination

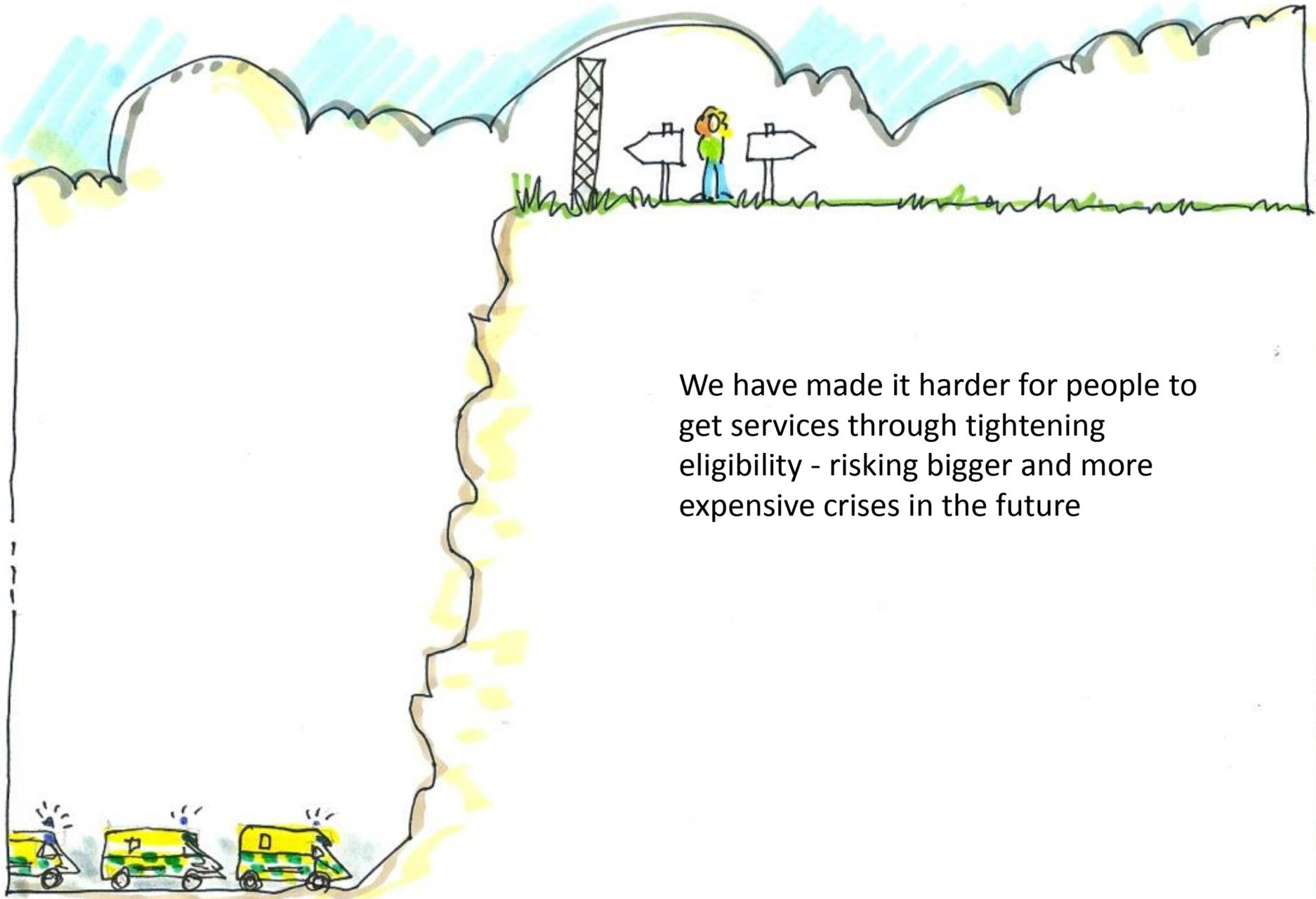
People, Places, Possibilities



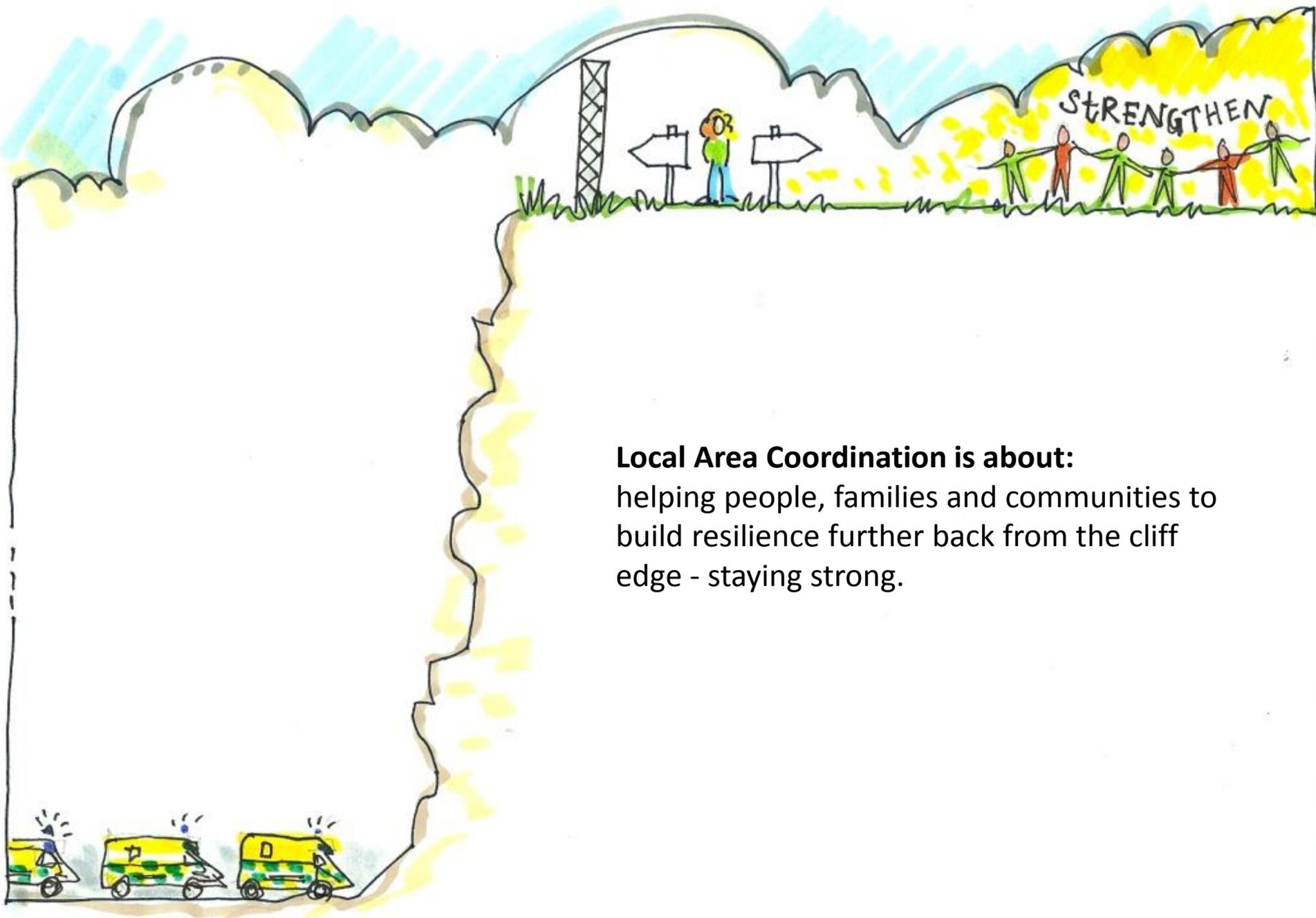
Helping People Stay Strong
Building Inclusive, Supportive Communities
Reforming Services



Currently, we wait for people to fall into crisis and respond with services (if eligible), but with fewer services now available to help



We have made it harder for people to get services through tightening eligibility - risking bigger and more expensive crises in the future



Local Area Coordination is about:
helping people, families and communities to
build resilience further back from the cliff
edge - staying strong.

Local Area Coordination is...

- *Long-term evidence based approach to supporting disabled people, people with mental health problems, older people and their families and carers to stay strong, safe and connected as contributing citizens.*

Built on seven principles

- **Citizenship** – with all its responsibilities and opportunities
- **Relationships** – the importance of personal networks and families
- **Information** – supporting decision making
- **Gifts**- all that individuals, families and communities bring
- **Expertise**- the knowledge held by people and their families
- **Leadership** – the right to plan, choose and control your own life and support
- **Services** – as a back up to natural support

How does it work?

- **Starts at the start** – working within a local community, providing information, advice and support to help people solve their own problems
- **Asks the right questions** – not deficits but helping people focus on their own vision for a good life, building on their assets and relationships
- **Acts as a bridge to community** – building real relationships with people, local community and resources, spotting and creating new opportunities
- **Transforms local systems** – helping people make good use of necessary services, helping to transform the impact of services on local communities

Turning the system upside down... *or is it turning the system the right way up?...*

- ✓ Prevention -- building individual, family and community capacity and resilience.
- ✓ Seeking practical, no-cost, local solutions.
- ✓ Working to make services more personal, flexible, accountable and efficient.
- ✓ Acting as a catalyst for cultural change.

Operates at three levels

- Individual and family
- Communities
- Services and systems

Key ideas...1

- Strengths not deficits
- Everyone has skills & can make a contribution
- Independence, choice & control
- Relationships keep people strong and safe
- Nurturing resilient, inclusive communities

Key ideas...cont'd

- Formal services as a back-up, not first response
- Local solutions are more sustainable
- Prevention is key
- Holistic, all-age approach
- Single point of contact keeps things simple

How does it work in practice?

- A single, local accessible point of contact in areas of 10—15,000 population.
- Level 1 support: ‘Light touch’
- Level 2 support: More intensive 1:1 (50- 65 people)
- Six sites: Sketty, St Thomas & Bonymaen, Gorseinon & Loughor, Pontarddulais, Uplands, City Centre

Key features...

- **A single, local, accessible point of contact**
- **Co-productive recruitment** –by the people, for the people
- **Get to know** people (**children & adults**), families/carers & local community well – help people stay strong
- Access to accurate **information** – **variety of sources**
- Provide support and assistance to identify **strengths, goals and needs** – **plan for the future**
- Promote **self advocacy**, advocate with people, access independent advocacy

How is this different?

- Children and adults
- Across 'service types'
- Combines traditionally separate roles in one, single point of contact
- Focusses on
 - building capacity, rather than on money/services
 - Supporting people to find local, non service solutions to problems
- Applies strengths based thinking to supporting people and improving systems and services

Asking the right question....

- Instead of asking
 - “what services and money do people need?”
- Local Area Coordination is about asking:
 - “what makes a **good life** for each person and what are the different ways we can get there?”

Evidence and Outcomes



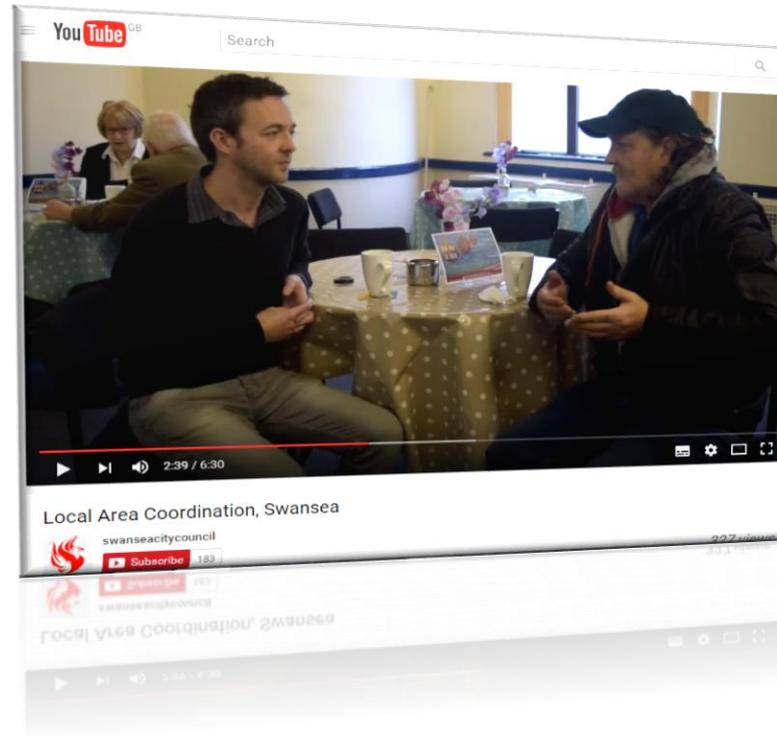
Reduction in:

- **Isolation**
- **Visits to GP surgery and A&E**
- **Referrals to Mental Health Team**
- **Referrals to Adult Social Care** and assessments
- **Safeguarding** concerns
- **Evictions and costs** to housing
- **Smoking and alcohol consumption**
- Dependence on **day services**
- **Out of area** placements

Stories...



YouTube Video



<https://youtu.be/TMcBK3XnX3A>

Key learning

- ***Co- production—don't miss it!***
- ***Language***
- ***Strengths, not deficits - new conversations***
- ***Keep it simple-- local , flexible accessible***



Key learning

- ***Local, no-cost and non-service solutions wherever possible -sustainability***
- ***It takes time***
- ***Relationships are key! – community, individual, professional***



Contact details.



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1. People, Places, Possibilities – Local Area Coordination in England and Wales.

<http://www.centreforwelfarereform.org/uploads/attachment/463/people-places-possibilities.pdf>

local area
coordination
network