

Community Led Support

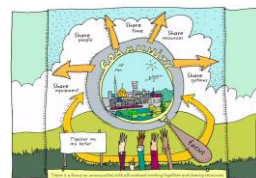
January 2024 – June 2024

The way we deliver Adult Social Care is changing in Gateshead. Community Led Support will involve us working collaboratively with our communities, partner organisations and staff to co-produce a service that works for everyone. As a concept, it is based on a set of values and principles with the simple ambition to do the right thing.

January to April – Understanding the local context and creating the right conditions for change



Co-production brings people together around a shared vision



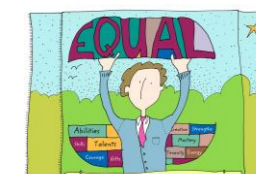
There is a focus on place, and community and the whole system



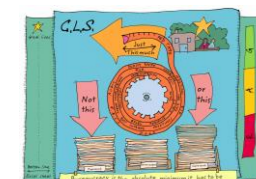
People can get support and advice easily when they need it so that crisis is avoided



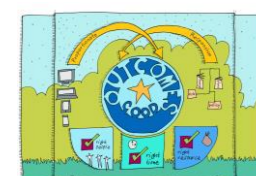
The culture is based on trust, and shared values within and across teams and organisations



Support is Strengths based, building independence, control and community connections



Beurocracy is the absolute minimum it has to be



The system is responsive, proportionate and outcomes focused

Getting Started Conversations took place throughout January 2024. The purpose of the exercise was for NDTi to explore the extent to which the necessary conditions exist for a programme of Community Led Support (CLS) to flourish and where best to target external input to bring added value. Conversations took place with staff, partners and residents.

[Getting Ready Report Gateshead](#)

Council Press Release – Community Led Support to Improve Outcomes for residents

“The new programme will bring innovation to how we support our communities across Gateshead. This will build on any previous change initiatives, combining what is already working with the opportunity to make even stronger connections with and across the health, community and social care system to support our residents to thrive” Cllr Michael McNestry, cabinet member for Adult Social Care

[Community Led Support to improve outcomes for Gateshead residents 19th February 2024](#)

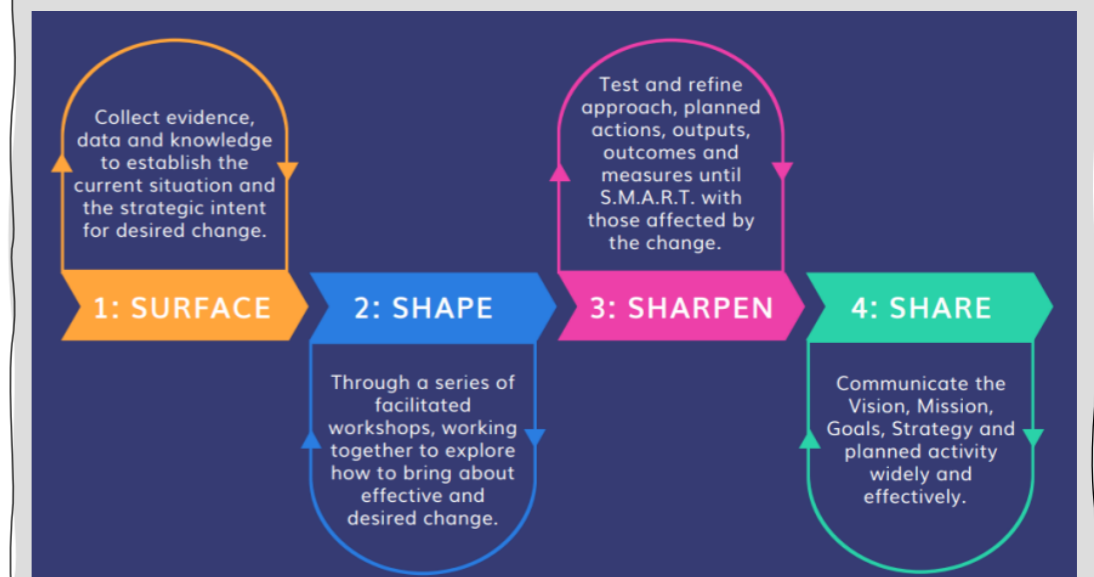
Our Culture Change Staff Survey was issued to all staff across Integrated Adults and Social Care Services on 15th March 2024, with a closing date of 12th April 2024. The survey was designed by NDTi to help staff provide feedback about how they are feeling about their roles. As we know getting the best for people who need care and support is linked to practice in a way that demonstrates core values. As such we want to understand how things are now and what needs to happen (if anything) to move towards a culture which supports staff to do the best for those they work with.

People’s Voice commenced in March 2024 and enables residents to provide feedback about how they would like to improve services in Adult Social Care. Either through face-to-face discussions or via the completion of an online survey, residents can find out more about Community Led Support and register their interest in becoming part of our People’s Voice co-production network to help shape service redesign in Gateshead.

[Share your views on Adult Social Care with People's Voice](#)

An Extended Logic Model (ELMO) Design and Planning Workshop

was delivered during February 2024, with over 65 representatives from across the Gateshead Health and Social Care system attending. Together we set about co-producing a review of our local vision and ambitions for change in Gateshead and started to identify the key elements of Community Led Support change and how these can be measured.



Community Led Support



What Community Led Support means for staff and services

To help staff find out more about Community Led Support and what this means for the service, information sessions are taking place during April 2024 via our Learning Hub. [Learn | Community Led Support - Information Sessions \(kallidus-suite.com\)](#)

Both Managers and Senior Manager Development Sessions are also taking place, as it is imperative that senior leaders overtly and continually reinforce the culture needed to embed Community Led Support through communication and actions, as this has a direct impact on how Community Led Support is embraced by staff and the reach of their impact.

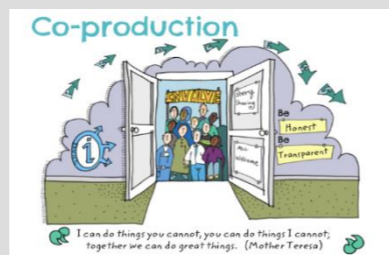
The culture of trust and empowerment needs to be modelled, not just within council staff teams, but to people who receive support, through a move to outcome-based support planning that encourages creative solutions including the desire to develop wider options through commissioning.

April – June 2024 – Co-production

Co-production

Adult Social Care People's Voice will become our approach to developing true co-production where people genuinely feel able to contribute and to be heard. Awareness of co-production is key to really working with local communities and to engage, not just with the larger voluntary sector organisations, but the smaller (formal and informal) community groups which are well established in Gateshead.

We want to ensure our People's Voice reference group is representative of our local communities, and key work is taking place to ensure those whose voices are often seldom heard are encouraged to sign up to People's Voice. This work includes working with our LGBTQ+ communities, Haref Allies through Connected Voice, which helps improve how services work with ethically marginalized communities, those with learning disabilities and our Gateshead Orthodox Jewish communities.



Extended Logic Model (ELMO) continued.....

The ELMO approach allows us to foster a co-productive approach throughout.

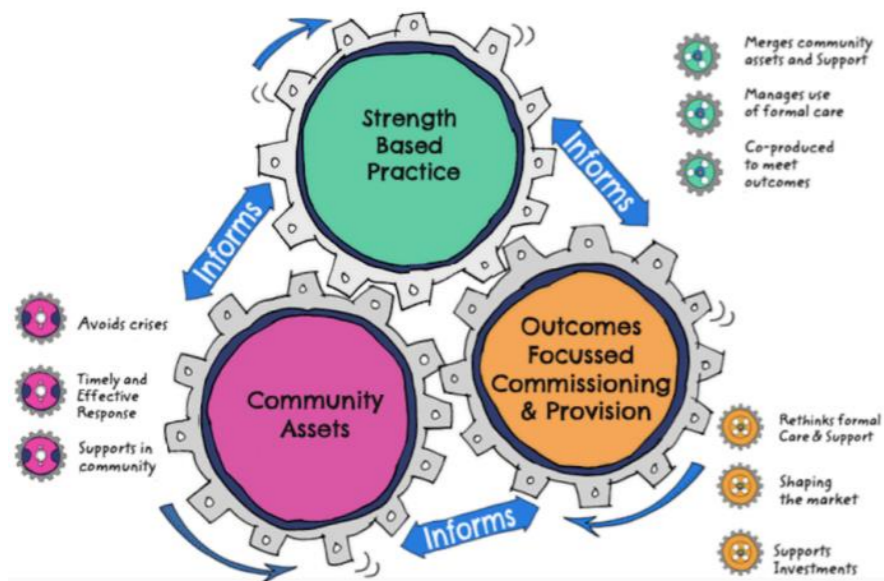
An outcome of our initial Design and Planning Workshop was to develop a coherent and logical narrative of the potential nature of Community Led Support. The initial elements of the ELMO process focused on articulating a common understanding of the need for change and having a clear vision of what is expected at both an organisational level and for individuals to constitute success.



Through further facilitated workshops during April and May, we will use the ELMO model to help address the traditional elements of a logic model or theory of change, by connecting the resources required for the work to the desired change. This includes exploring the necessary behavioural change, the ability of current or proposed targeted approaches to impact on this, as well as identifying or reviewing appropriate measures and learning about the work.

Throughout April and May, we will look to widely communicate this with all those closest to the problems and issues and to those who will be or are – part of the solution. These are the people who can help co-produce the essential offers, processes, approaches and deliver the change that is needed. This work will continue to be revisited, allowing for those with more knowledge, insight, or experience to challenge the connections and interventions being relied upon to drive change.

Community Led Support



Co-production of our Adult Social Care Pathways

Community Led Support is best described as the engine for change. Within this, are three main cogs and it doesn't matter where we choose to start our Community Led Support journey, what we do know is as soon as we start turning one cog, it will inevitably impact on the other two.

Our initial starting point is around **Community Assets**, with a focus on the demand around our **Adult Social Care "Front Door"**. Having a good **strengths-based conversation** is essential at every point of a person's journey, including the very first contact someone makes with us. This will help change expectations, change the route they may take and the outcomes they are able to achieve.

During April and May and June work will start to review our Adult Social Care Front Door, which will involve the mapping out of our existing customer journey into statutory services, aligning staff, job families and services and undertaking a review of key data and our early advice offer.

June will see coproduction workshops taking place to map out what our new customer journey will look like. There is no blueprint for this work and will see genuine empowerment of our teams, as well as developing changes in our relationships with key partners, such as the voluntary and community sector.

Co-production of our Community Led Support within two Innovation Sites

During June we hope to see co-production workshops taking place to map out what our new Adult Social Care customer journey will look like. There is no blueprint for this work. It will be shaped specifically by each local area, building on what is already working well and responding to local priorities in line with Locality Working.*

We will work "in-depth" with two locality areas within the South and East Localities known as "innovation sites" which will model a new approach. This is likely to involve the establishment of Talking Points" which will aim for a **different more personalised experience for the person**. During this work, we will look to continually learn and capture evidence to know what works, adapting our approach as needed.

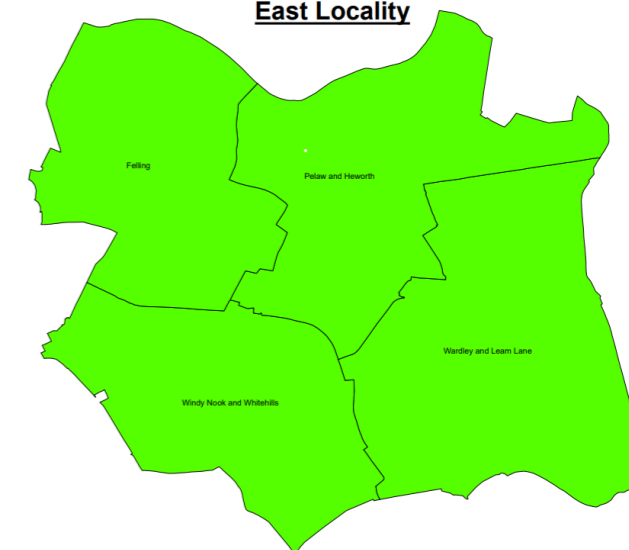


**Locality working is a council wide initiative, which will see the creation of a new operating model for all council services based around localities. The intention of locality working is to: Focus resources where they are most needed; deliver a preventative approach to reduce demand "upstream"; deliver a "place based" approach, rooted in communities; strengthen a multi-sector approach, both operationally and strategically; develop shared prioritisation and deployment of resources.*

South Locality



East Locality



Strengths Based Communities

We have already adopted a strengths-based approach to our social work practice, the next step to Strengths Based Practice is developing **Strength Based Communities**. This includes **thinking through not just how strengths-based practice becomes embedded in day-to-day working, but also becomes a whole-place approach, bringing on board other local partners**. June will see the roll out of Good Conversation workshops for both staff and local partners.

