

The Power in our Communities: Catalysts for Change Celebrating Community event

" changes in our future delivery of health and social care must stem from the communities we live and work in"



Aim and Purpose

This event gave people an opportunity to hear from speakers who shared their findings around the common theme of ' The Power in our Communities':

- **highlighting learning** from various aspects of health, social care and community wellbeing from the past year of living with COVID-19 impact.
- **connecting up** the findings and finding out how they resonate with participants and their experience.
- **starting a conversation** about the **collective actions** that this body of work needs to move to a community led approach in health and social care.

The presentation can be accessed here (link)



Diana Hekerem

Chair

Diana is the Head of Transformational Redesign Improvement Hub of Pure Improvement Scotland.

She leads work in Strategic Planning, Collaborative Communities, Person Centred Design & Improvement, Housing and Homelessness in Healthcare, and Evidence and Evaluation for Improvement.

‘Sustaining and developing the critical contribution of our communities in health and social care is vital. This report brings together critical insights which can enable and inspire even greater power in our communities.’

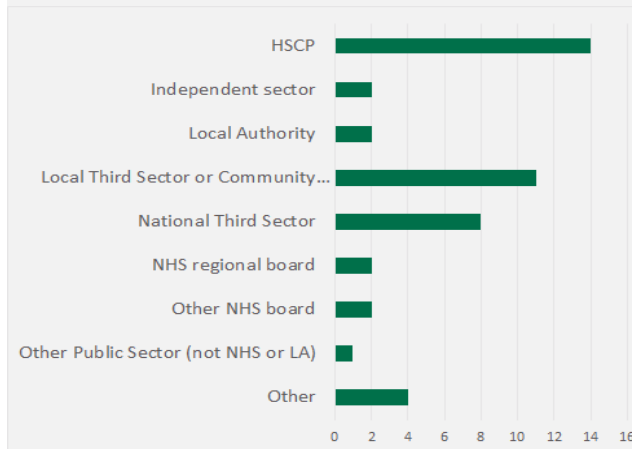
Why did people attend?

"to explore more creative ways of delivering services, provided by a wide variety of providers, organisation, community groups etc..."

"we have a huge asset in our communities but do not feel we are fully harnessing it - looking for ideas and inspiration"

"...in the process of reviewing children & families commissioned services, and want to ensure [we] take the right approach. Our communities know best what they need!"

Who attended?



World cloud generated from responses to the question – 'From everything you have heard this morning can you tell us what resonated with you the most?'

The Power in our Communities: Catalysts for Change

Celebrating Community event

Speakers



Des McCart, Senior Programme Manager, ihub, Healthcare Improvement Scotland

Healthcare Improvement Scotland have recently published a [learning report on community led approaches](#) in Scotland. The report highlights where these approaches are happening and the impact that they are able to have.

The learning from these areas can help us understand how to put into action the required shifts in health and social care that have driven legislation and policy over the last ten years.



Anne Connor, Chief Executive, Outside the Box

Outside the Box have been working with rural communities to develop [inclusive communities with accessible services](#).

In rural settings it is difficult to access conventional forms of care and there is often a lack of real choice. This leads to people having to move away from the area, losing important social connections.

Community led approaches provide opportunities for innovation due to the mix of small providers and micro-enterprises.



Christine Owen, Senior Manager, People Powered Results, Nesta

PPR @ Nesta listened to the experiences of 133 people from 106 organisations about [how communities supported health and wellbeing during COVID-19](#).

Community organisations:

- **Were tuned into communities' changing needs**
- **Reshaped their services to meet changing needs**
- **Supported community mobilisation**

Statutory organisations supported this through:

- **Community planning**
- **Flexible reporting mechanisms**
- **Direct funding**

Place-based workshops

103 people participated

Survey

28 people responded

National event

47 people participated

The Power in our Communities: Catalysts for Change

Celebrating Community event

Speakers



Ffiona Taylor,
Policy and Events Officer,
Corra Foundation

The Together We Help research explored the ways people came together during Covid-19.

Recommendations for funders, local government and charitable organisations:

- ➔ Trust those doing the work
- ➔ Take away bureaucracy
- ➔ Mix and match expertise between hyperlocal and national organisations.
- ➔ Create easy ways for communities to share the lessons they have learned from COVID-19

The research found that 1/3 of people volunteering in their communities were new to volunteering. The most common activities were food collection and distribution and picking up prescriptions for people.

A key reflection was that community action cannot replace state support for tackling systemic issues such as poverty and inequalities.



Catherine Garrod,
Programme Officer,
Coalition of Care and
Support Providers in
Scotland (CCPS)

Through exploring their members' experience of COVID-19, CCPS have developed 9 Big Ideas that can help reshape social care. These encompass three approaches:

System review

Financial system reset

Local and participatory decision-making

Underpinning these 'Ideas' are questions about how best to shift power towards people, increase choice, improve accountability and ensure sustainability.



Dr Tara French
Technology and
Innovation Lead,
Scottish Care

Scottish Care have published a report that is the culmination of a collaboration across the sector. The report is called 'Coileanadh' which translates to 'accomplish, achieve, fulfil'.

The aim is to offer a more holistic perspective on the creation of a National Care Framework around **8 principles** that include:

- **instilling a life course approach**
- **valuing the expertise of all sectors and perspectives, and**
- **reclaiming and renewing,**
- **not reinventing**

THANK YOU!

"We can't solve everything today but if we invest today the care might be what we want, we aspire to tomorrow."

Care Futures participant

The Power in our Communities: Catalysts for Change

Celebrating Community event

Discussion themes

Funding



- There are examples where Health and Social Care Partnerships (HSCPs) are putting the funding right into community anchor groups to make decisions and put more decision making power into these communities
- It is important to note the difference between funding and resources (such as expertise, buildings etc)
- Community led approaches can be more effective through addressing root causes and therefore reducing demand for ongoing funded services

“ the Plymouth Alliance is using [Human Learning System} ... commissioning based on learning and alliances not on competition or ...service based.”

“Access to sustainable funding is necessary and essential for community organisations to be able to plan and provide resources ...many community groups don't receive guarantees... from one financial year to another”

“to develop relationships [and conversations] locally and engage communities and local partners in planning, identifying priorities,.....”

“The importance of us all taking time to build relationships, actively listen to each other and be courageous to sustain outcome”

Relationships



- We have seen reduced reporting requirements and more direct funding, this has been enabled by trusting relationships
- There can be concerns about keeping people safe within a more flexible environment, however, relationships and strong networks keep people safe
- Proportionate regulatory requirements can enable smaller community led services and rely on good relationships

Impact



- Communities have helped shape the outcomes around what mattered to them
- A balance of qualitative and quantitative approaches is needed
- It is important to understand how we achieve impact, there is an example of commissioning learning rather than specific impact, to help longer term development

“...in relation to outcome it is important that we don't just look at quantitative research but qualitative research is just as important...”

The Power in our Communities: Catalysts for Change

Celebrating Community event

Discussion themes

Ensuring equity



- There is a need to avoid a 'postcode lottery' that could emerge through having locally led/developed services
- It will be important to think about equity of approach – are all areas supported in a way that is needed? Outcomes based commissioning can support this by aiming for equity of outcomes rather than prescriptive services that might work better in some areas than others

How do we address the postcode lottery and empower, enable and increase capacity with individuals and communities in order to establish new groups .. [and] gaps in community response to address the needs within a local area?

"It is important to upskill individuals and volunteers and invest in community ...people are our greatest assets..."

"...once the conditions are created for organisations/groups to thrive, you find that other groups form or become active"

Role of Social Action



- Social action can help develop an understanding of real needs and getting to know communities
- 'Local areas' are often still quite big, it is important to have people that know and understand neighbourhoods as people experience them
- It can help with capacity building and developing sustainable resilience within communities.

Where do we start?

- Articulating value differently – not just about counting things but understanding benefit to individuals and communities
- Start telling stories of peoples' experiences
- Involve people in decisions
- Develop a sense of collective responsibility for people and wellbeing
- Value difference

"Feels like a great opportunity now to get Health and Social Care the right way around, and ensure it is individual/community led with a strengths based approach."

"We will be most successful if we combine our efforts, learning, experience, resource"

"Invest in relationships, develop trust, take away barriers and get things done!"

The Power in our Communities: Catalysts for Change

Celebrating Community event

Moving into Action

What would be the first item on your action plan?

- Adopt a learning approach in all we do so that practice and systems continue to evolve in the right direction
- **Act on the community voices, invest in relationships, develop trust, take away barriers and get things done!**
- Highlight the positive impact of community contribution to health, care and wellbeing alongside positive impact of social care – addressing the points made in the Independent review of Adult Social Care pointing to the need to change the narrative so these elements are valued rather than seen as a social burden
- **Challenge the view that community organisations are seen as a cheap way of dealing with an issue and that we are doing them a favour by commissioning them**
- Develop conversations with Health to support health services to reach communities and grassroots organisations to develop relationships locally and engage communities and local partners in planning, identifying priorities
- **Taking time to review the key learning across reports shared in this event alongside others and identify what this means at a local level within Health and Social Care Partnership areas**
- Identify how national policy can be developed to allow our communities to flourish and ultimately reduces health inequalities/creates equitable outcomes
- **Re-build/strengthen local community infrastructure so people and groups can access the good quality, independent support they need to do good work with and within their communities**
- Share good practice and positive stories of what works - take time to learn from others
- Join the dots across these reports and the likes of the Self- directed Support Standards



Joining dots

As part of the rich conversation delegates shared a number of related good reads and useful tools

- Scottish Communities for Health & Wellbeing - [Blueprint for a Healthier Scotland](#)
- Nesta – [Art of Exit: Tackling Decommissioning](#)
- [Human Learning Systems](#)
- Iriss Case Study – [Be Active Life Long](#)
- Corra – [Working Together Better In Place](#)
- SSSC – [Open Badges](#)

Please keep an eye on our [webpage](#) for all the latest activities or join our [mailing list](#) and be the first to hear about events and activities.

Find out more about the Commissioning for Community Solutions team on our webpage.
info@ihub.scot