

(Stage 1 application)

1. Give key outcome(s)

KEY OUTCOME(S) (Measurable and time specific):

If current trends in terms of demand on public services continue, existing service delivery models will not be able to support the increased level of demand. Local Area Coordination is part of the solution to this challenge because it aims to support people who are vulnerable (for a variety of reasons) to achieve their vision for a good life through early support that maximises the use of community resources, preventing crisis through early intervention and on-going support. Local Area Coordination originated in Australia and but is now being embedded in a range of communities across England, early adopters include Derby, Cumbria and Thurrock.

Our vision is that all *'people in East Suffolk live in communities that value, support and provide opportunities for everyone, including people who are isolated, excluded or vulnerable due to age, disability or mental health needs and their families and carers'*.

Local Area Co-ordination can deliver:

- A single, accessible place where people go for person-centred support
- Better outcomes for individuals and communities, including: reduced social isolation and loneliness, increased confidence, independence and control and enhanced access to education, employment and volunteering (including supported volunteering) opportunities
- Better management of long-term conditions, including self-management
- A reduction in demand for a wide range of services, including A and E, GP, social care (adult and children's), police, housing and mental health services
- Financial savings through demand reduction, particularly in terms of numbers of hospital assessments and admissions, visits to GPs (particularly for low-level, non-specific complaints and mental health problems), numbers of social care assessments and care packages, housing evictions, level of ASB cases and S851 police welfare referrals
- Effective early help at a community level, freeing up statutory resources to support more complex individuals and families
- Enhanced social capital, cohesion and connectedness, leading to more resilient communities, families and individuals
- Improved health and wellbeing – people feel and stay well and happy for longer
- More effective use of community assets and resources - by supporting the mapping, understanding and connecting of existing community networks and resources

Local Area Coordination is about reframing the relationship between services and citizens – enabling individual, family and community resilience and supporting sustainable, local solutions that are rooted in personal and community networks. Ultimately, the aim is to shift the system towards a holistic, person-centred, preventative way of working that is embedded at local community level.

2. How has the need for this outcome(s) been identified?

Local Area Coordination is being rolled out as a core element of the Connect projects in Sudbury and IP3/4 (Ipswich). There is now an opportunity to combine two sources of funding (the ESP budget and the Better Care Fund) in order to test the approach in East Suffolk in two different communities (see below for details). This is part of a wider ambition, highlighted in the Localism strand of the Transformation Challenge Award (TCA), to support an enhanced community role in early intervention and prevention activity – *"strong, highly networked communities who play a part in shaping their local area and ensuring those who need it have the early help they require"*. LAC is about helping people and communities to stay strong, supportive and in control, rather than pushing people who are vulnerable towards service-based solutions.

A Local Area Coordinator (LAC) combines a number of roles in a single, local point of contact and support people across age groups and service types within their local communities. Their role is to:

- Work with anyone identified as being at risk of increased vulnerability, supporting them to identify their vision for a better life, develop their plans for getting there and identify their personal strengths and needs
- Support people to access family and community support, voluntary sector agencies and, as a last resort, appropriate statutory services i.e. find practical non-service ways of doing the things they want or need to do
- Be heard, in control and make choices
- Support people to have a voice through self-advocacy, advocating alongside or (where necessary) advocating for people to ensure they are in control of their lives and decisions and have influence back into 'the system'.
- Contribute to building inclusive communities by encouraging and forming connections between people and building on what local businesses, community, voluntary and third sector organisations have to offer
- Influence, and ultimately change, "the system" based on in-depth, local knowledge of people and communities, breaking down the barriers and silos between services by taking a holistic view of people and communities.
- Reduce demand for and dependence upon more formal and expensive services.

Local Area Coordinators support individuals to achieve their vision and goals and, in doing so, help to reduce demand for high cost, long-term services. This fits with the asset based approach highlighted in both the East Suffolk Business Plan and East Suffolk Enabling Communities Strategy.

The proposal clearly requires further work following the Board meeting to ensure synergy and alignment with all other relevant activity in East Suffolk. This includes the emerging Out of Hospital Teams in Waveney, supported volunteering programmes, good neighbour schemes, emerging social prescribing pilots and 'bridging', 'peer' and 'volunteer' health roles (including the Kirkley Navigators project in Lowestoft). This co-ordination will be essential in order to ensure that Local Area Coordination is effective in East Suffolk.

It is therefore proposed that a scoping workshop be held with relevant organisations early in the New Year in order to engage more widely in the development of a detailed proposal for the East Suffolk area. This would include key voluntary sector organisations (including Community Action Suffolk and Age UK Suffolk) and all relevant public sector organisations (including the County Council, Police, District Councils and CCGs).

The ESP Programme Office is keen to explore how business could be more engaged in Local Area Coordination than they have been in other parts of the country. The proposed locations will also provide an opportunity to test the model in a more rural location.

3. Who will benefit from the outcomes(s)?

Individuals, and their families and carers, who may be vulnerable for a whole range of reasons. These reasons could include age, disability and mental health needs, but the target group includes anyone of any age who is isolated, excluded or vulnerable in our communities.

The examples below, which are all scenarios dealt with by LACs in other parts of the country, help to illustrate the wide reach of the roles:

Who was supported?	What happened?	What are the outcomes?
<p>The LAC met Steve at the library. Steve had a negative reputation within this environment, because on occasions he would appear to be acting in an aggressive manner, shouting and swearing.</p>	<p>Through conversations it became apparent Steve had learning difficulties, was significantly underweight and had a drug dependence. He had also been having trouble with his social housing provider.</p>	<ul style="list-style-type: none"> • LAC negotiated a visit with a housing provider • LAC supported Steve to manage finances • Supported Steve beginning steps towards employment
<p>Joan is a 72 year old widow. Following the death of her husband two years ago there were numerous referrals and requests made to Adult Social Care for Joan, resulting in assessments and equipment provision.</p>	<p>LAC was one of the services Joan was referred to. The LAC met Joan and again spent time getting to know her and started to talk about the things she wanted from life, together they drew up a plan of action.</p>	<p>Joan was able to connect in to local activities and develop relationships with neighbours, therefore reducing her reliance on social workers.. After six months she no longer needed supported accommodation.</p>
<p>Maggie is a 45 year old single parent with two children. In a two year period Maggie lost her job, marriage and home. After a period of inpatient treatment she became isolated and house bound.</p>	<p>The LAC met Maggie on a number of occasions and spent time talking about what life was like for her. The focus of the LAC approach was to walk alongside Maggie, empowering her to take as much control over her circumstances</p>	<p>As a result of the LAC support, Maggie has started to take control of her support. Given her history the LAC's approach would appear to have prevented Maggie from requiring admission into MH crisis accommodation</p>

4. How will the outcomes(s) be sustained after the funding has run out (if appropriate)?

Suffolk has joined a national evaluation network, combining information and resources into evaluating the effectiveness of Local Area Coordination. Recent local evaluations in other authorities indicate potential significant savings in excess of the investment made by the system as a whole. A recent return on investment study in Thurrock showed that, for each pound invested, the return was between £4.00 and £6.00.

Ultimately, we would seek to roll the model out across the whole of East Suffolk and, indeed, the County, but the resources are not currently available to do this and therefore it is proposed to add two/three East Suffolk sites to the current early adopters, which are Connect Sudbury and East Ipswich, with a view to developing a robust business case for a county-wide roll out in the future. The investment in the East Suffolk sites, if properly and robustly evaluated, will help us to build a case for shifting resources downstream to support people before they require service based solutions, delivering savings for the system. The future of Local Area Coordination depends on partners being willing to re-invest part of any savings accrued into sustaining and extending the model.

5. Name of Project/activity that will deliver the outcome(s)

Local Area Coordination (East Suffolk)

6. Brief description of the project / activity that will deliver the outcome(s).

The ESP funding is sought to enable the establishment of two Local Area Coordinator posts. The proposal is that these could be based in Bungay OR Southwold with Kessingland (Waveney) and Felixstowe (Suffolk Coastal) and, in each case, that the LAC would cover both the Town and associated surrounding rural area. The exact locations will be confirmed following further discussions with relevant partners.

The LACs will be appointed for an initial period of 15 months. This will enable a period of 3 months for the LACs to become embedded within the target communities plus 12 months of delivery, including evaluation of impact (which will be part of the wider evaluation of the Sudbury and IP3/4 pilots in the County).

An alternative approach would be to appoint 3 LACs across the East Suffolk area for a 12 month period.

Project / activity START DATE: April 2016		END DATE: September 2017	
7. Who is involved?			
Who is involved in developing this outcome proposal? Suffolk Coastal District Council/Waveney District Council/Great Yarmouth and Waveney CCG/Suffolk County Council Who will deliver the project/activity? The above organisations, together with a wider East Suffolk LAC Steering Group consisting of all relevant organisations Is there an ESP Board member supporting the project? Councillors TJ Haworth-Culf/Frank Mortimer		Project / activity lead: Name: Nicole Rickard/Ann Reynolds Organisation: SCDC / WDC / NHS GYCCG / SCC Telephone: 01502 523231 / 01473 264493 Email: Nicole.rickard@eastsoffolk.gov.uk / ann.reynolds@suffolk.gov.uk	

7. Give information about match funding here:		
Source of match funding	Funding confirmed?	Amount (£)
Better Care Fund (proposal submitted)	No	£50,000

Total project / activity cost	£105,000
Total of confirmed match funding – POTENTIAL, BID SUBMITTED	£50,000
Total amount of ESP funding required	£55,000

8. How will the project / activity be monitored and outcomes reported (including project risks)?
<p>The project would be monitored alongside the early adopter sites in Sudbury and IP3/4. Evidence from other areas shows that a combination of hard and soft performance measures is most effective e.g.:</p> <ul style="list-style-type: none"> • Time kept independent – measured by comparing level of interactions with services before and after LAC support (including GP visits, A and E assessments/admission, social worker interactions) • Level of social interactions – measured by monitoring change in level of interactions between individuals, networks and community groups • Level of engagement in volunteering / training / employment – target increase depends on the individual and their goals • Increase in quality of life – self-evaluated using an outcome star or similar tool but could include aspects such as ‘do you feel in control of your life?’, ‘do you have the information you need to make decisions about your life?’, ‘do you feel part of your local community’ and ‘do you know what there is in your local community that might be useful to you?’ <p>Derby City diverted costs/savings of £800k in first 12 months in 2 locations (whilst operating at 40% capacity) and Thurrock Council found reductions in referrals/visits to GP, A&E, adult care, mental health and safeguarding services and avoided housing evictions.</p>

9. Identify where the ESP money will be spent here:	
Description of activity or item (by who and by when where appropriate)	Cost (£)
1. 50% contribution to the salary, on costs, training and materials relating to 2 x Local Area Coordinators for 18 months	£55,000
2. In kind contribution in terms of management time, office costs etc. from SCC/SCDC/WDC. Suffolk County Council is also funding £40k for a consultant from Inclusive Neighbourhoods (the national lead organisation for Local Area Coordination) to support implementation and ensure alignment with the principles of the agreed national model.	
3. Separate bid for funding for the county-wide evaluation to be submitted (£10,000) – this will help to identify the most effective ways to measure the outcomes of the projects (both qualitative and quantitative measures)	

Declaration:
<p>I confirm that this proposal contains accurate information and is supported by the Programme Officers Group.</p> <p>Name: TJ Haworth-Culf / Frank Mortimer</p> <p>ESP Board members</p> <p>Date: 8th December 2015</p>