



It's time for  
local area  
**coordination**<sup>®</sup>

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**“ It has been going brilliantly with my Local Area Coordinator. Every time I set a goal, I complete it. My Local Area Coordinator has helped me gain confidence to make appointments and meet people on my own. He talks to me like an adult and not someone with disabilities, like everyone else did. ”**



# FOREWORDS

## FROM OUR FOUNDER, RALPH BROAD

Since “People, Places, Possibilities” was published in 2015, Local Area Coordination has continued to grow in England and Wales, built on 14 independent evaluations over 8 years.

These evaluations show that, where there is strong Local Area Coordination design (the connected role, values, principles and practice, whole person/family/community approach) and strong, connected, contributing senior leadership (including local people), there are high consistent positive outcomes for individuals, families, communities and the service system. It works.

Where design is diluted or cherry picked, or the practice moves from “thinking natural” to “signposting to services”, outcomes, opportunities, possibilities and rights rapidly diminish.

When I think about the last 10 years in England and Wales, it is the personal reflections and stories that people share about how they have led positive change in their lives that are the most powerful.

**“They take time to get to know us – me, my family, my community”**

**“They really listen – they don’t judge or assess”**

**“They support and challenge me to do more for myself, I feel more confident now”**

**“They help me to be heard and listened to”**

**“Someone on my side”**

At its heart, it’s beautifully simple.

A connected, integrated role – whole person, whole family, whole community, whole system. Embedded in and connected with community, whilst also being connected with services.

Local Area Coordination recognises the power of taking time to get to know people, families and the wonderful connections, resources and opportunities within local communities.

It celebrates and nurtures the strengths, aspirations and contribution of all people and families, whilst respecting their expertise and authority. Everyone has something to offer.

It also understands the importance of people being connected with and contributing to the rich resources and opportunities within their community, helping them identify the natural, sustainable solutions to things they want or need to do, rather than waiting for crisis, deficit assessments and services.

With a focus on “what’s important”, rather than “what’s wrong” and a focus on a good life, rather than queuing for services, Coordinators:

- **Get to know people well over time, person by person.**
- **Help people build connections to their local community.**
- **Model positive values and assumptions about individuals, families and communities, with safeguards as needed.**
- **Help build capacity and self-sufficiency instead of “providing services”.**
- **Ask the right starting question: “What’s a good life” versus “What services do people need”.**

The stories are consistent. Positive outcomes in England and Wales are now influencing the development of Local Area Coordination internationally. It’s wonderful to see the ongoing impact of Local Area Coordination in England and Wales within this report.

**It’s time.**

## FROM THE CEO OF COMMUNITY CATALYSTS, SIAN LOCKWOOD AND THE DIRECTOR OF THE LOCAL AREA COORDINATION NETWORK, NICK SINCLAIR

### We are delighted to present this report.

Community Catalysts took over responsibility for the Local Area Coordination Network and the development of the model across England and Wales in June 2018. Before then, we had worked alongside Local Area Coordination over many years, but the privilege of seeing the work in action across the 11 member areas at first hand has been truly inspiring. In all areas it is evident that Local Area Coordination helps people to build on the incredible power, potential and abundance of assets of the communities where they live.

From what our members tell us, it is clear that there has never been a more pressing time for Local Area Coordination across all of our communities. As purse strings tighten and demand for support increases, the positive impact of the model on people's lives and communities and public sector finances is regularly proven.

Sadly, we often hear the all too familiar story of individuals and families left struggling to cope with limited or no resources in our communities. For people facing this reality, navigating a complicated and confusing system can be devastating and lead to outcomes that no one wants. Local Area Coordinators are playing a vital role in helping individuals to draw upon their own strengths and those of their families and the communities around them. In this way

people are able to recover from crisis, avoid crisis and contribute to their community's capacity to support others around them.

As well as an impact for people and communities, Local Area Coordination programmes have also proved to be an important vehicle for broader systems reform including service integration and co-production. Through the presence of strong cross-system leadership, we have seen evidence of costs being avoided, communities strengthened and most importantly thousands of people achieving their vision of a better life all over England and Wales.

**There has never been a better time for Local Area Coordination. We are here and ready to support those areas who are thinking along similar, radical lines.**

### Get in touch for an exploratory chat:

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# WHAT IS LOCAL AREA COORDINATION?

Originating in Western Australia, Local Area Coordination is a practical, assets-based approach that:

- Helps communities to become inclusive, welcoming and self-supporting places.
- Supports people to stay strong and prevents a need for service intervention by building on personal strengths and by finding natural support through local relationships.
- Supports people facing crisis to get a person-centred service within the context of a supportive community network around them.
- Helps public services to transform so they are integrated, person centred, and co-produced with communities.
- Reduces costs to the system as a result of people requiring less assessment, intervention and expensive ongoing care.



## How does it work?

Each Local Area Coordinator works with a defined neighbourhood of around 8,000-12,000. They approach, or are introduced to people, who may be isolated, causing concern or are at risk of needing formal services. Coordinators support people to build their own their vision for a good life, finding pragmatic solutions to any problems, and drawing on family and community resources, before considering commissioned or statutory services. This means that instead of assessing or signposting people into services, they can:

- **Invest enough time in understanding what a good life looks like to the individual or family, and how they could get there.**
- **Help people to build their own capacity and connections, so that they can stay strong and independent.**
- **Build new community connections or capacity where they don't exist.**



This isn't just a useful addition to existing preventative support, it gradually reforms the 'front door' of the local public service system, transferring resources away from interventions which don't work, into an approach which builds independence, capacity and resilience. By working with communities to recruit and appoint Coordinators across a locality, councils, health and other statutory services can:

- **Reduce resources wasted in unnecessary zero-outcome eligibility assessments.**
- **Replace signposting services which either send people in circles or create dependency.**
- **Map and invest in local community assets where they are most needed, putting co-production into action.**

Local Area Coordination can be accessed and is effective for people of all ages including some labelled as having complex needs, who can be helped to reduce the frequency of crises. It avoids set eligibility criteria and formal assessment processes, in order to get straight to planning and practical action.

# local area coordination®

Local Area Coordination is based on 10 underlying principles. They are the drivers for everything. They are embodied throughout all elements of the model and are crucial to its success.

## 10 PRINCIPLES OF LOCAL AREA COORDINATION

1. **Citizenship for all**
2. **Relationships matter**
3. **People have natural authority**
4. **Lifelong learning for all**
5. **Information is power**
6. **People need choice and control**
7. **Community creates opportunity**
8. **Everyone can contribute**
9. **Working together is powerful**
10. **Services should complement people's goals**

# WHERE LOCAL AREA COORDINATION IS HAPPENING

PROGRAMMES

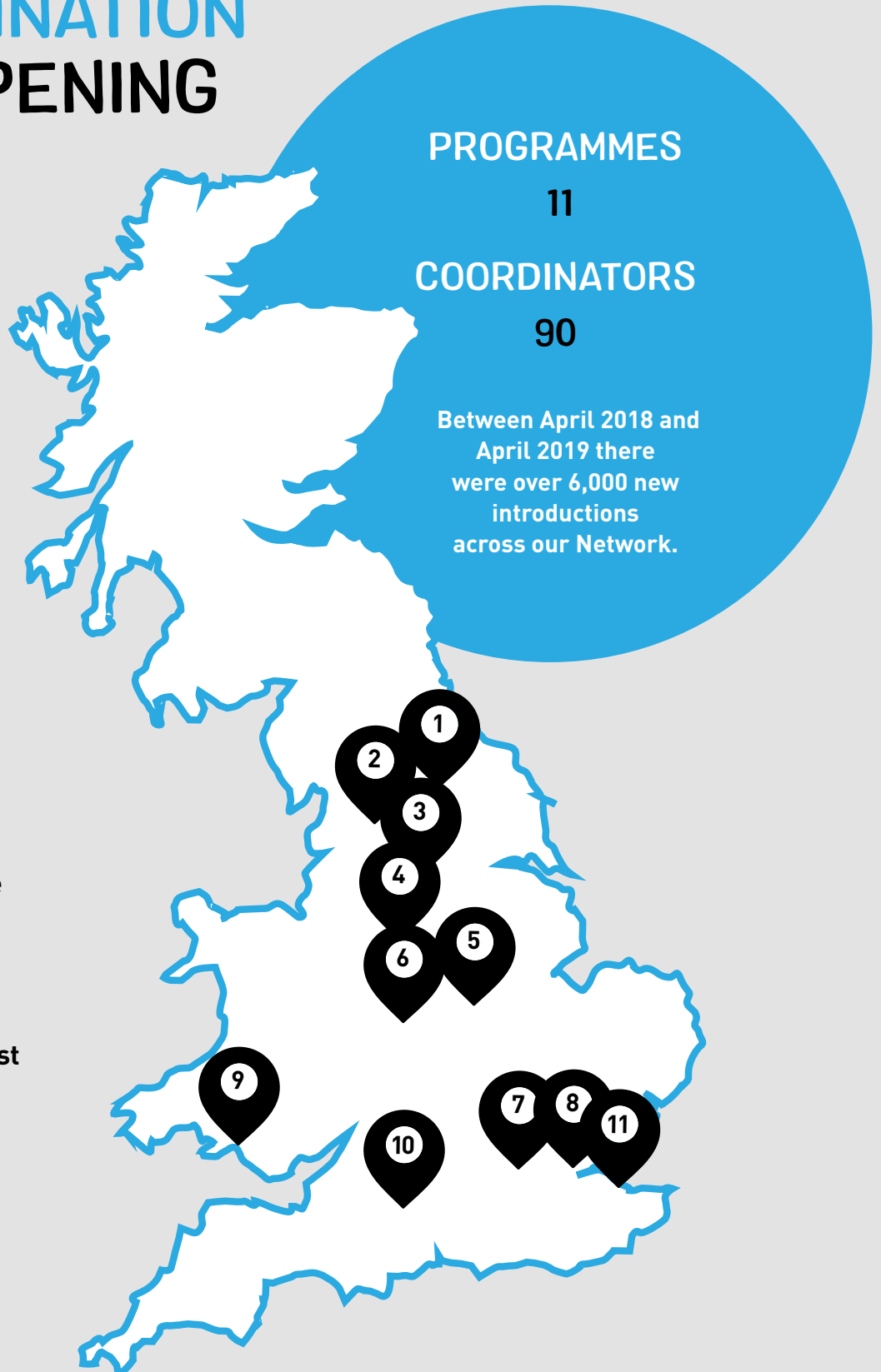
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COORDINATORS

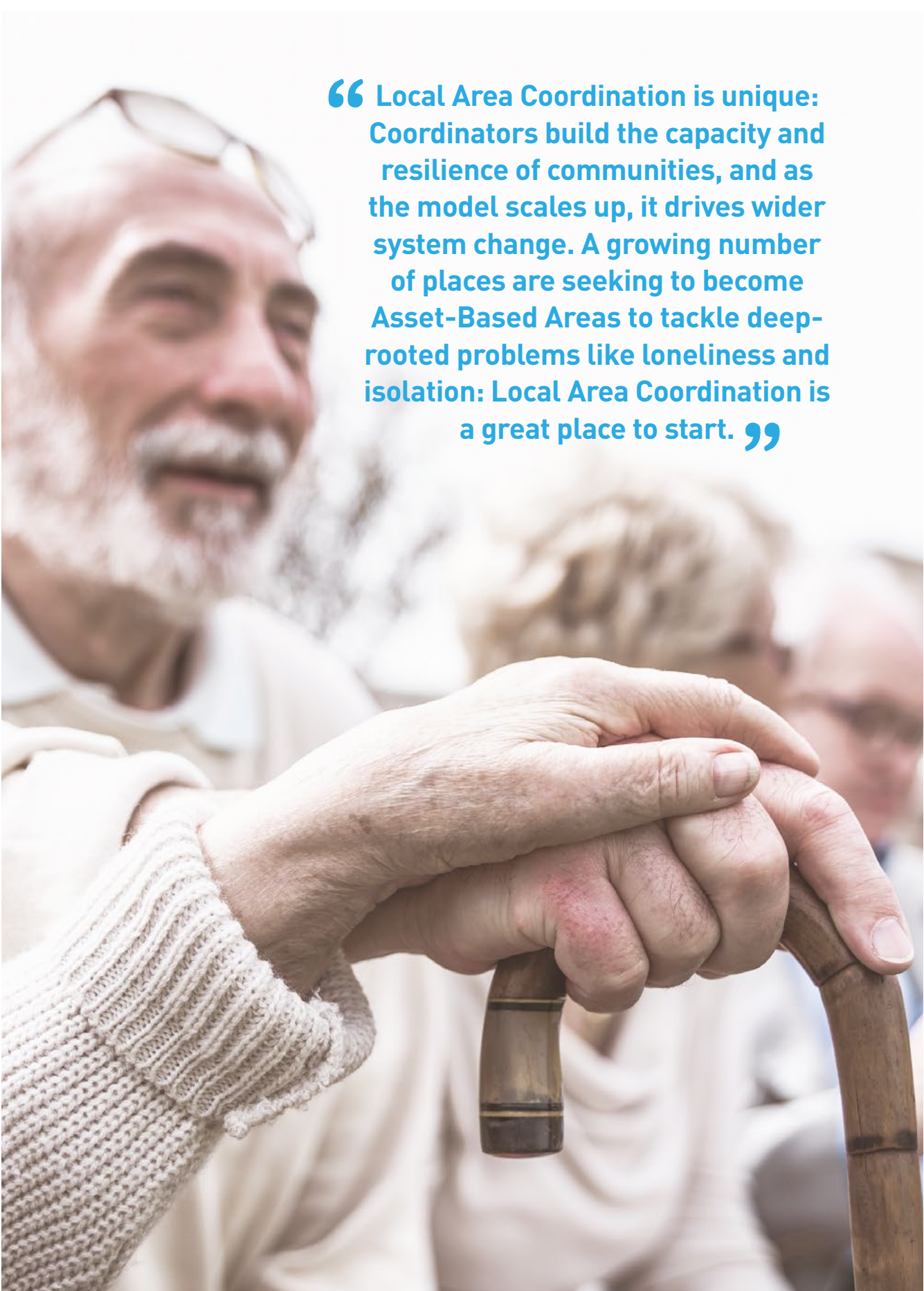
90

Between April 2018 and  
April 2019 there  
were over 6,000 new  
introductions  
across our Network.

- 1 York
- 2 Kirklees
- 3 Derbyshire
- 4 Derby
- 5 Leicestershire
- 6 Birmingham
- 7 Haringey
- 8 Waltham Forest
- 9 Swansea
- 10 Wiltshire
- 11 Thurrock







**“ Local Area Coordination is unique: Coordinators build the capacity and resilience of communities, and as the model scales up, it drives wider system change. A growing number of places are seeking to become Asset-Based Areas to tackle deep-rooted problems like loneliness and isolation: Local Area Coordination is a great place to start. ”**

Quote: Alex Fox OBE, Chair of the national Building Community Capacity network and author of A new health and care system: escaping the invisible asylum.

# EVIDENCE OF IMPACT

Since the first Local Area Coordination programme began in England and Wales in 2012 there have been 14 independent academic evaluations carried out on different programmes. These can be viewed at <https://lacnetwork.org/local-area-coordination/evidence-base/>

The findings have shown consistent impacts in line with the model's aims:



## System outcomes:

Reductions in:

- Visits to GP surgery and A&E.
- Dependence on formal health and social services.
- Referrals to Mental Health Team and Adult Social Care.
- Safeguarding concerns, people leaving safeguarding sooner.
- Evictions and costs to housing.
- Smoking and alcohol consumption.
- Dependence on day services.
- Out of area placements by bringing people home.

Evidence shows the model helps to simplify the system, drives integration, strengthens cross-system collaboration and creates shared system outcomes.

## Social value created:

The evaluations including social return on investment (SROI) have shown Local Area Coordination generating at least £4 of social value for every £1 invested.

## For people and communities:

- Increased informal and valued supportive relationships – reducing isolation.
- Increasing capacity of families to continue in a caring role.
- Greater confidence in the future.
- Better knowledge and connection with community.
- Improved access to information – choice and control.
- Better control over own health.
- Better resourced communities.
- Support into volunteering, training and employment.
- Preventing crises through early intervention and supporting people who do not meet statutory eligibility criteria.
- Improved access to specialist services.





**“ My Local Area Coordinator has given me the confidence to meet new people, as well as help from my family. I have learned how to speak out and make sure I say what I want to say. ”**



# IT'S ALL ABOUT RELATIONSHIPS

## THE ROLE OF THE LOCAL AREA COORDINATION NETWORK

The Local Area Coordination Network was established in order to support the ongoing learning and development of the model in England and Wales. The 11 current members have all been through a similar journey in their local implementation.

The knowledge and resources of the Network are available to support new areas in implementing the model. Once areas have been through the design support process, they are then eligible to become Network members.

### Our Network aims to:

- Foster relationships between members. We hold regular gatherings and events where people come together to learn, share and challenge each other. This helps areas achieve consistent quality in line with the model's core design characteristics and principles.
- Support programmes to develop locally in a sustainable way.
- Raise the national profile of Local Area Coordination.
- Grow the model and help bring it to more communities in England and Wales.

Neil Woodhead, Derby City Council's Social Capital Development Manager has contributed a piece here which highlights the role that relationships play within Local Area Coordination. He also writes about the value he perceives of being part of the Local Area Coordination Network:

“ We introduced our first two Local Area Coordinators in the summer of 2012. What has followed over the last 7 years has been the most rewarding and humbling experience I could have wished for. I find myself in the privileged position of working in a role and to a set of principles that completely amplify my personal values and challenge me to be a better human being. What I now know, it's not about the money, its ALL about relationships.

Exploratory conversations with the Local Area Coordination Network about Local Area Coordination started in Derby in 2011 and came at a pivotal time for me both personally and professionally. At work we were trying to find a way to support the last people in the city living in NHS accommodation to move into their own homes with a view to supporting their growth of a good community life and taking control of the support they needed. At home I was coming to the end of a journey I'd embarked on as a teenager, supporting my Mum as best as I could to move from a place where she was defined by her deficits - patient, client, bed blocker, service user etc. towards a focus on her many gifts as an inspiring Mum, loving Grandma, generous friend and neighbour. It was all about relationships.

In both instances I experienced a growing frustration. The professionals that visited my Mum with their best intentions and lengthy assessments were unable to support the transition from passive recipient of care to contributing citizen. The task was bigger than them. The same applied to the people I worked with who were trying to navigate their way back to community and family. It was evident that the development of loving relationships, meaningful friendships, connections, networks and the reduction of isolation that followed actually sits outside of the system's gift. It was, and still is, ALL about relationships.



So, it was at this point that I found Local Area Coordination, or perhaps it found me? Over the years our little team of 2 has grown to 16 and we are now present in 10 of our city's 17 neighbourhoods. When I look back at this journey I am filled with pride, and often tears, at the principled focus we have maintained as well as the humility and values team members demonstrate on a daily basis. We proudly continue to walk alongside the remarkable, innovative people of our city as they figure out the next steps in their individual and our collective journeys. Over the course of the last seven years I have witnessed an increasing number of my neighbours moving from being passive recipients of the service system to contributing connected residents. They did this through the relationships they developed.

As we look to the future, our maturing relationship with people living in communities brings real excitement and opportunity for much bigger system reforms. We must also constantly remain vigilant to the "pathway to the quick fix", doing things for people rather than taking time to look at each relationship with fresh eyes.

Thankfully our connection to the Network remains as strong today as it did on the day we started our journey. This has been a growing and crucial source of support and challenge. I am convinced that without the support of the Network the programme in Derby would have fallen by the wayside some years ago. Together we are definitely stronger, but then again, it's ALL about relationships.

In Derby it feels as though we are on the threshold of linking some really powerful evidence to some truly inspiring narratives to really push for a different focus and conversation. This could allow us the opportunity to move our work to the core of the whole well-being system locally. Beyond that, our long established and cherished relationships with residents in our city present powerful opportunities we do not yet fully understand. As we continue to think about reframing conversations about what a good life might look like around here, one thing is for sure, it's all about relationships. ”



## LOCAL AREA COORDINATION HELPS PEOPLE STAY STRONG AND AVOID CRISIS

**Local Area Coordinators are present in communities to connect with people who may require a service intervention if things don't change. Public services are often difficult to access and increasingly are only available for those in crisis. Instead of waiting for this to happen, coordinators are there to help people focus on their strengths and identify what a good life really means to them. They help people connect with all the good things that are going on in the community around them and to share their gifts with each other. This helps people take practical action, build relationships and find natural support from within their community.**

In this extract from Colin's story we hear how, with the support of his Local Area Coordinator, he was able to avoid crisis by tackling a very practical issue that was causing him great emotional distress.

Colin was spending as much time as he could with his wife after she had to move in to a care home. They would regularly go out and about together in the local area. One day they were involved in an accident where her wheelchair struck an uneven path resulting in a serious injury to her face. Colin's wife needed surgery and was unconscious for several weeks as a result. Naturally, this accident hit Colin hard. He quickly found himself on a path to illness as his mental health deteriorated as a result of the stress and trauma incurred. It was at this point that Paula, a Local Area Coordinator with Derbyshire County Council,

was introduced to Colin via his granddaughter who heard about Local Area Coordination from the community pharmacist. Colin told his story to Paula who listened before explaining what Local Area Coordination was all about. Paula then asked Colin what would help him make his life better?

Colin said that in the short term he would be reassured to know that a similar accident never happened again by safety changes being made to the path.

Paula and Colin agreed to work together in bringing his vision to life. They explored how this might happen in practice which included Paula being alongside Colin to phone the land owners and discussing the introduction of a hand rail and markings. Colin was very clear from the outset that this wasn't about blaming others, it was purely about making sure it didn't happen again.

The land owners acted immediately by installing a handrail and painting luminous markings along the steps. Everything was in place within four weeks. On completion, Colin asked Paula to walk alongside him when he visited the accident spot for the first time to see the improvements. Colin also wanted to thank the staff from a local shop, who helped him at the time of the accident. After the visit Colin felt more confident to drive past the spot meaning he could use a much quicker route to see his wife whilst she remained in hospital for several more weeks.





## LOCAL AREA COORDINATION HELPS PEOPLE FACING CRISIS TO ACCESS WHAT THEY NEED

**Coordinators are alongside people in crisis who are already accessing or are waiting to access services within the system. The approach helps people to harness their natural authority in order to choose, control and make sense of things, ultimately reducing a need for services. During this focussed support, Coordinators are very much still helping people to connect with their communities and to explore their long-term vision for a good life.**

In Lucy's story we hear about the challenges she was facing associated with her mental health and changes to her benefits. By accessing the right information, Lucy was able to stand up for her rights, find ongoing support from within her community and move closer towards her vision of a better life.

Derby Local Area Coordinator Jill first met Lucy via her mental health support worker following a particularly difficult period in Lucy's life. Lucy had been managing depression and anxiety along with her learning disability for as long as she could remember. She had found helpful ways of coping in order to live her life as much as possible without limitations. Sometimes this meant she could live life with little support from professionals, however at times she had also become extremely un-well and required intensive support with her mental health.

Jill and Lucy explored positive changes that she wished to make in her life including connecting with people and managing her finances as well as accessing counselling therapy. Sometimes they met regularly and sometimes months went by where Lucy didn't make any contact with Jill. This was usually when things had been going really well for her.

Due to the difficulties Lucy faced, she was unable to work, and had been receiving benefits for these reasons. Lucy's benefits were stopped after an assessment was completed which did not accurately reflect her difficulties. Jill and Lucy worked together to find where she could get appropriate support to challenge the decision. As a result, the decision was overturned meaning Lucy is now receiving her payments again. During this process she made helpful links with other professionals who will continue to help in the future if any similar problems arise with her benefits.



Due to Lucy's benefits being stopped she had received a notice informing her of a court date to be evicted from her property. Jill supported Lucy to contact the housing provider and she was allocated with a worker from the provider to support with housing related issues if needed. By working closely with this worker, Lucy was able to stop the eviction process and apply for Discretionary Housing Payments which were awarded. This meant that Lucy was no longer being evicted, plus she was no longer required to pay the "bedroom tax" amount towards her future rent. This afforded her more opportunity to get out and about.

Lucy told Jill afterwards that an instance like this eviction notice would in the past have triggered a severe decline in her mental health but with Jill alongside her she was able to deal with the complexities of the situation and get through it. Since then, Lucy has ended her mental health support and her support package provided by Adult Social Care which included carers visiting once every day to prepare her a meal. Lucy is now in a more independent place where she is doing weekly shops and other local trips with her friend. Last year she enjoyed a camping trip with another friend for the first time in a few years. She is managing her mental health well and contacts Jill if and when she needs to. Lucy knows the door is always open and she has previously explained to Jill that just knowing that she is not alone is in itself a huge help.

## LOCAL AREA COORDINATION HELPS COMMUNITIES TO BE INCLUSIVE AND WELCOMING PLACES

**Local Area Coordination helps people to get involved and share their gifts with those around them in spite of any barriers to inclusion. Coordinators help people build bridges between groups, help people identify funding, help people establish and sustain new groups and support people to use their voice in order to co-design public services. This aspect is highlighted very clearly in the fantastic example from London Borough of Haringey below:**

Local Area Coordinator Andrea started in Hornsey in October 2017. The area is a predominantly residential one in the west of the borough. Hornsey isn't an area characterised by issues surrounding poverty and deprivation, but it has a large population of single person householders over the age of 75.

It soon became apparent to Andrea that loneliness, isolation and lack of support around low level care needs were prevalent for many she was walking alongside. Conversely, it was also evident that there was a growing, spirited community of younger people and families moving to the area keen to connect with and support those around them. The issue was that there were few natural opportunities for people to meet, interact and come together.

Having identified this issue, Andrea approached a contact at the Bridge Renewal Trust, a community development organisation operating predominantly in east of the borough. She also approached the chair of the local Community Centre who she had met several times before as part of her wider work. Andrea explained what she had found and they discussed potential solutions that could make the most of the assets in the community. Working together, they came up with a new idea that could help people achieve their visions for a better life through hyper-local neighbourliness. The idea of Big Up My Street was born.

The challenge was to find ways to work within existing community infrastructure to support people who had expressed a desire for companionship and possibly low-level support to connect with those around them keen to help. Andrea knew from her discussions with people in the community that there was a very real concern around asking neighbours for help, whilst on the other hand people keen to help were worried about how their approaches might be interpreted.

To get things started Andrea, the Community Centre and the Bridge Renewal Trust set about leafletting a select number of streets, inviting people to the local community centre for a meeting to discuss and further co-design the idea. The response was very positive with people from both sides of the perspective coming together to discuss, contribute and express an interest in being involved. The idea grew in concept as one owned by the community from the outset.

For Local Area Coordinator Andrea, this approach has given her a clearer idea of who wants what and how to go about supporting people to arrange that. Andrea has started to make introductions, helping broker the relationship and exploring what both parties need in order for the relationship to work well and to be sustained.

A few months down the line and the Bridge Renewal Trust are now seeking funding to bring the concept to more communities and are exploring other avenues of its application. The local Community Centre, which is now being accessed more as a result of a raised profile, is positioning itself to be the on going "host". There are also several new, innovative ideas coming out as a result.

This very intentionally light touch approach is helping to galvanise some natural and supportive neighbourly relations in Hornsey. It is becoming clear that Big Up My Street is a welcomed addition to community life, creating stronger, more inclusive and self-supporting places and spaces as a result.







## LOCAL AREA COORDINATION HELPS TO TRANSFORM OUR PUBLIC SERVICES

Local Area Coordination calls for strong, cross-system leadership from the get go. The money to pay Coordinators' salaries comes from different parts of the system – for example Social Care, Public Health, Housing and the NHS. The logic is that this cross-system, focussed “buy in” helps to drive strategic collaboration and change in all sorts of ways. Coordinators are well placed to be a bridge between the communities they serve and public services within the wider system to which they can offer helpful insights. The model helps reform the “front door” to health and care by moving resources directly into communities, helping people focus on strengths and natural support from within rather than from statutory services.

The model gives people who work at all levels in the system more opportunity to collaborate together and a better understanding and involvement of the communities they serve. This cooperation creates a shift in thinking from crisis response to prevention and from public management to co-production.

In this insightful piece from Les Billingham, Thurrock's Assistant Director for Adult Social Care and Community Development, we learn how the implementation of Local Area Coordination has helped to create the conditions for successful system transformation there.

**“ If you believe that the people who work in our sector have a commonly held desire to improve the lives of those they support, then the easiest way to achieve a shift in behaviour is to provide evidence that working differently improves those lives. ”**



## Local Area Coordination and system transformation in Thurrock

Thurrock has been delivering a radical change programme in Adult Social Care and, latterly, across the whole well-being system, with some success since 2012. As is usual if such an ambitious programme is to be successful it has been important to learn lessons from what has worked and what hasn't. Through paying close attention to this learning we have been able to set out a number of conditions which we feel are key to delivering a successful programme. These principles now inform all of our transformation work. It is our belief that these conditions are either inherent in the principles associated with Local Area Coordination or are a welcome by-product of working with the model.

### The conditions we've observed for success:

- **Have a set of core principles that you stick to – the model allows for local flexibility but not wholesale alteration.**
- **Start with what is strong not what is wrong.**
- **Be embedded within the places that you are supporting.**
- **Start small, prove the concept and then grow.**
- **Management should be highly distributive.**
- **Leadership is crucial but know when to let go.**
- **Power must shift from organisations and professionals to communities and individuals for sustainable system change.**
- **Bureaucracy must be minimised/ effective communication maximised.**
- **Building strong, collaborative and trust-based partnerships is vital.**

Anyone familiar with Local Area Coordination will immediately recognise the similarity in this list with the core principles and design considerations of the model. It was no surprise then that introducing Local Area Coordination impacted positively in these areas; however, to discover that the model also contained core principles upon which whole system re-design could be predicated was, for us, an unexpected bonus.

Knowing what you want to achieve is difficult enough, implementing change at a cultural level is a whole new level of complexity. Once again, Local Area Coordination was to prove instrumental in delivering our outcomes.

Culture change is about people, their beliefs, common practice, training, acceptance to try new things, creativity and confidence, all of which play a major role in the successful delivery of change. Merely instructing people of the need for change, or imposing a top-down model will not work. The history of transformation in our sector is littered with examples of this failure. Therefore, if the "sound of galloping hooves" model of leadership doesn't work then what should we use instead? The answer, in Thurrock, was to prove impact through working differently using Local Area Coordination and to build on this success.

If you believe that the people who work in our sector have a commonly held desire to improve the lives of those they support, then the easiest way to achieve a shift in behaviour is to provide evidence that working differently improves those lives. The introduction of the model in Thurrock had that very impact. It was the catalyst for change that enabled us to begin to re-imagine the whole system.



## LOCAL AREA COORDINATION CREATES SOCIAL VALUE AND PREVENTS COSTS TO THE SYSTEM

Several of the published evaluations on Local Area Coordination programmes provide evidence of the model helping to create £4 of social value for every £1 invested in the approach. This ratio is a conservative estimate, it is likely to be much higher overall in many examples.

Local Area Coordination also prevents significant costs to the system by supporting people to avoid crisis. An independent evaluation for Leicestershire County Council identified that over a 12-month period Local Area Coordination supported people to avoid 53 critical incidents creating an avoidance cost of £4.7million. Similarly, an evaluation of Derby City Council reported that, over a period of 10-12 months, working with approximately 50 people, there was an estimated saving of £800,000 to health and social care as a result of people's use of the service system being delayed or diverted entirely.

(The evaluations referenced here can be viewed at <https://lacnetwork.org/local-area-coordination/evidence-base/>)

When you consider the breadth of negative outcomes Local Area Coordination supports people to avoid, it is not hard to see why such significant savings are possible. To further help illustrate this point we've put together an indicative "rate card" including just a few examples of the costly interventions evidence shows Local Area Coordination regularly prevents wherever it is.



INTERVENTION PREVENTED	COSTS TO:	AMOUNT:
Social worker intervention	Social care	£59 per hour
Child in need case management process	Social care	£1,626 (average cost)
Residential care for older people	Social care	£370 per week
A child in care	Social care	£52,676 per year
Adult with learning disabilities in residential care	Social care	£1,382 per week
Homelessness applications and support	Local authority	£2,724 average cost
Temporary housing for adult	Local authority	£117 per week
Various costs associated with rough sleeping	Various local authority depts.	£8,605 per year
Police call outs, arrest and detention	Police	£719 per incident
Police dealing with antisocial behaviour	Police	£673 per case
Fire service	Fire	£3,657 average response costs per fire
Mental health and crisis team support	NHS / Health	£167 per meeting
Alcohol dependency support	NHS / Health	£2,015 average costs per individual per year
GP consultations	NHS / Health	£125 per hour
Ambulance service call outs	NHS / Health	£223 per call out
A&E attendance	NHS / Health	£117 per attendance
Hospital stays	NHS / Health	£1,863 per stay
Mental health inpatient specialist intervention	NHS / Health	£459 per day



# INTERESTED IN ESTABLISHING LOCAL AREA COORDINATION WHERE YOU ARE?

All Local Area Coordination Network members have been through a similar collaborative design journey. This part of becoming a Network member is required in order to establish Local Area Coordination. The whole design and implementation process usually takes around a year to 18 months. This includes around 30-40 days of direct delivery support from Community Catalysts and associates.

At the end of that time an area will typically be at a point where Local Area Coordinators have started walking alongside people in 2-6 communities (depending on local circumstances), are equipped with all the relevant training, have made connections with the Network, have the evaluation tools and other required structures and processes in place. Importantly there will also be an established local leadership group meeting regularly to oversee development.

**“ Without my Local Area Coordinator, I wouldn't have been able to build my confidence. He has helped me learn to take risks and not to be afraid – if it goes wrong, it isn't the end of the world. I learned that from him. ”**

Contact us for a chat to discuss if this could work where you are. We can then:

1. Identify ways to bring your key potential stakeholders together to explore further.
2. Come out and hold an initial workshop discussion with that group, exploring everything in more depth and in your local context.
3. Agree the likely support needed, associated costs and contract.
4. Get started.

Hopefully this report has offered a flavour of the powerful approach of Local Area Coordination in action, highlighting the life changing impact it is having every day for individuals, families, communities and local systems alike. If this speaks to you then we are here and ready to support in bringing the vision to life wherever you are.

**It's time for Local Area Coordination.**



## GET IN TOUCH

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It's time for  
local area  
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