



# Strong Communities for all



**EasyRead version of:** Developing the power of strong, inclusive communities - a framework for health and wellbeing boards October 2014

# What is in this paper



1. Introduction – Strong communities for all

1.



2. Communities that people want

7.



3. Why communities and working together are important

12.



4. Getting started – what Health and Wellbeing Boards can do

13.



5. Next steps

23.



6. Things that can help

25.





# 1. Introduction – Strong communities for all



**Putting People First** was published in 2007 to make sure health and social care meets the needs of individuals



People can now have their own money (personal budgets) for their health needs. This means they can make their own choices about the support they need.



Think Local Act Personal, or TLAP for short, started in 2010. It was to make sure that systems changed from professionals knowing best to making sure people who use services are being listened to.



TLAP has found there is still a long way to go for things to change.



TLAP talk about **personalisation**.

**Personalisation** means the focus is on better lives, and not the type of service provided.



For personalisation to work properly, people need to work together.

People who use services, support providers and commissioners of services need to work together. This is called **co-production**.



Working together in this way will make communities stronger, and this will also make people's health and wellbeing better.



The next step is to make services better, by working together.



We need strong communities that include everyone at the heart of the health and care system.



TLAP's work has shown the different ways people can help each other to make strong communities.



It is hard to do these good things when there are cuts in funding and more people who need support.

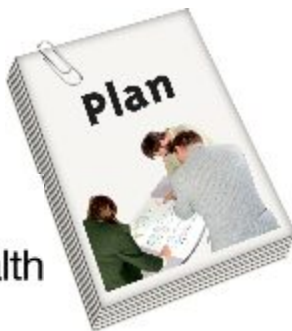


But we can work in a different way to make things better.



Everyone needs to work together and learn from each other.

This needs to be across the whole country.



TLAP is working with Public Health England, PHE for short. They have worked on a plan of how **Health and Wellbeing Boards** should work across the country.



They want the boards to make **strong communities for all** the focus of all their work.





Here is an example of good work:

Mrs. Booth is 82 years old. She shares her home with a woman called Nina.



As Mrs. Booth has got older she can no longer drive. Now she finds it hard to visit her husband.



He has dementia and lives in a nursing home.



In return for giving Nina a home, Nina drives Mrs. Booth to visit her husband and see friends.



She also helps her to cook and have friends to visit.



With Nina sleeping in the house, Mrs Booth feels safe and happier.



In this example people are working together to help each other out. They are making each other's lives better. This is one way of how to build a strong community for all.



This way of working means:

1. The needs people have; and



2. Looking at the skills and talents that everyone has.



This is not something that can just be added on top of how things are now. This is a new way of thinking and working.



Think Local Act Personal and Public Health England will support Health and Wellbeing Boards. They will give them examples of good plans across the county.



New laws about Health and Social Care and Families all say that good plans have to be made.



It is no longer any good to try and sort problems out after things have gone wrong.

Councils must focus on keeping you well.



There has to be a new and better way of setting up care, where people work together to make their communities strong.





## 2. Communities that people want



People say they want their communities to be friendly and caring.



They want to be able to look out for each other.

They also want people to accept each other for who they are.



They want opportunities to use good services that are open to everybody.



But some people do not feel they are living in friendly communities now.



Sometimes people feel lonely and do not go out very much. This makes people feel sad and unwell.



Some people have to use special services that cost a lot of money and are a long way away.



This does not help them to meet local people. It makes it hard for them to help other people too.



Communities need to work together.



In the past there were a lot of 'special' services for different groups of people, run by professionals.



It would be much better if services are made for everyone in the local community to use and take part.



It is important that all people in the community take part in planning these projects and services together.



This is because people in communities are experts through their own experience and can help others.



It has been shown that people who work together in this way feel better in themselves. They feel more happy and healthy.





There are two important points about this way of working:

1. People should help each other and work together well.



2. People should work together based on what their needs are, as well as what they have to offer other people.



Professionals should work alongside people in the community as partners. This is called **Co-production**.



Services in communities (like banks, shops and cafes) need to be open and accessible to everyone.



This is the only way that everyone can be included.



This means everyone should be thinking about people with additional support needs. Services need to make sure they can meet everyone's needs.



Professional experts are still needed but they should work in a different way.



Professionals and people in the community will work together to plan and design services.



Experts by experience can also help other people with health needs like their own. This is called **Peer Support**.



People can be taught how to manage their own health care needs in a better way.



### 3. Why communities and working together are important



Research has found that there are a number of ways for people to feel happy and well (wellbeing):



- Being with other people is important to stay feeling happy.



- People who are happy tend to be active in their community life.



- Supporting other people can help you live longer.





## 4. Getting started – what Health and Wellbeing Boards can do



Some Health and Wellbeing Boards were set up to test new ideas.

There are some good ideas that have come out of how they worked, that may help other areas.



Each area needs to work in a way that suits them best.



Here are some important ideas:



In the past services have looked at what people need.



## It is also important to look at what people can give

Everyone has strengths and things they can offer to other people.



It is important to listen to people and find out what they can do.

Here are some examples:



- Older people can share their homes. This means they can look after each other and not be lonely.



- Local clubs can be open to all. For example, a knitting club can also include people with dementia or disabled people.



- In Derby, the Local Area Coordinator (LAC) Programme helped people to talk about and understand their skills and talents.



- Community websites can be set up. Older people or people with learning disabilities can be taught how to use Skype or e mail.

## Involve the community in all levels of care



Many people who need support want to live in their own homes, or with relatives, as long as they can. The community can help with this.



Care homes can invite the public to take part in their social events.



The most important thing is to find out what people want, and also what they can give.





## Think how inclusion can be built onto what is already there

There are three ways of getting better at inclusion.

### 1. Working together in services



Care services can work better together. Different services often split up what they can do and don't talk to each other.



Health and social care teams need to focus on **outcomes**.

**Outcomes** are what you need to happen to help you live well. Using Making it Real I statements will help to do this.



People who use services can have shared care plans.



### 2. Linking services to the community



Health and Social Care services can think about including the community more.

They can work together with private services and voluntary services.



This puts people and communities at the centre of planning. This also means the funding available.



### **3. Changing who makes decisions**

Professional experts have said what services will do in the past.

Now, everyone needs to work together to make the best decisions.



This means professionals, local communities and people should join together.



They should share power over what is to be planned.



Experts through experience will be as important as expert professionals.



Money should go into communities to set up new shared services.





## Involving services that are open to everyone

General services can really help the community.



For example, people who work in housing services will know when people who live there are ill. These workers can advise people to go to their doctor.



Doctors not only give medicines but can prescribe exercise, sports and other activities for people to take part in the community.



When people use local services, it helps them to meet other people in their community.

This helps people to make new connections in their local community.



Communities can share power and information. Different services will be able to share their work, and to work together



It is very important that this way of working is led by people who think it is a good idea.



## A new approach to Health and Wellbeing

For the new approach to work, people need to be listened to across their local communities.



There needs to be a way of getting people together from all the different groups and services to swap their views.



There may be new ways of working to make sure communities are involved.



Here is an example from Southampton:

KeyRing provides supported living groups for people with care and support needs living in the community.



Members of KeyRing share their skills and talents with each other and their communities.



Each KeyRing group has a volunteer. They see members often and help the group work together.



KeyRing groups improve people's social life and confidence. Members are stronger in terms of living independently in the community.





## 5. Next steps



Think Local Act Personal and Public Health England will give support to Health and Wellbeing Boards to make the changes.



It is important to develop strong and inclusive communities. We will:

- Keep up support in the areas where ideas are being tested out. We will keep learning from their ideas.
- Get more areas to build on what we learn and support them to act on this in their local plans.
- Set up a Building Community Capacity Network, BCCN for short. This will look at spreading the work across the country.





It will tell each area about good ideas.



It will also see how we can keep track of how well things are working.



- Make sure the Building Community Capacity part of the TLAP website is up to date. This will carry on spreading ideas of how to work well.



- Make sure people keep working well together across communities and services.



## 6. Things that can help



Think Local Act Personal has many ideas set out on its website to support building good communities.



Tools, ways of doing things, research and examples can all be found at:  
**[www.thinklocalactpersonal.org.uk/BCC/](http://www.thinklocalactpersonal.org.uk/BCC/)**





## Credits

This paper has been designed and produced for TLAP by the EasyRead service at Inspired Services Publishing Ltd. Ref ISL155/14. January 2015.



[www.inspiredservices.org.uk](http://www.inspiredservices.org.uk)

It meets the European EasyRead Standard.



Artwork is from the Inspired Pics collection and Photosymbols 3 and cannot be used anywhere else without written permission from Inspired Services Publishing Ltd.

[www.inspired.pics](http://www.inspired.pics)

