



Community Solutions: helping people to help themselves

APSE Adult Social Care Forum 2018

**Mark Fowler - Director of Community Solutions
London Borough of Barking and Dagenham**



What is Community Solutions

Why Community Solutions...

The council continues to face a combination of social and financial challenges that are driving the need to re-think its approach in supporting resident wellbeing. Current services were not designed to address these challenges.



We 'help people to help themselves'

Community Solutions aims to help people help themselves. We have four main priorities or objectives:

Foster resilience & independence

+

Resolve early

+

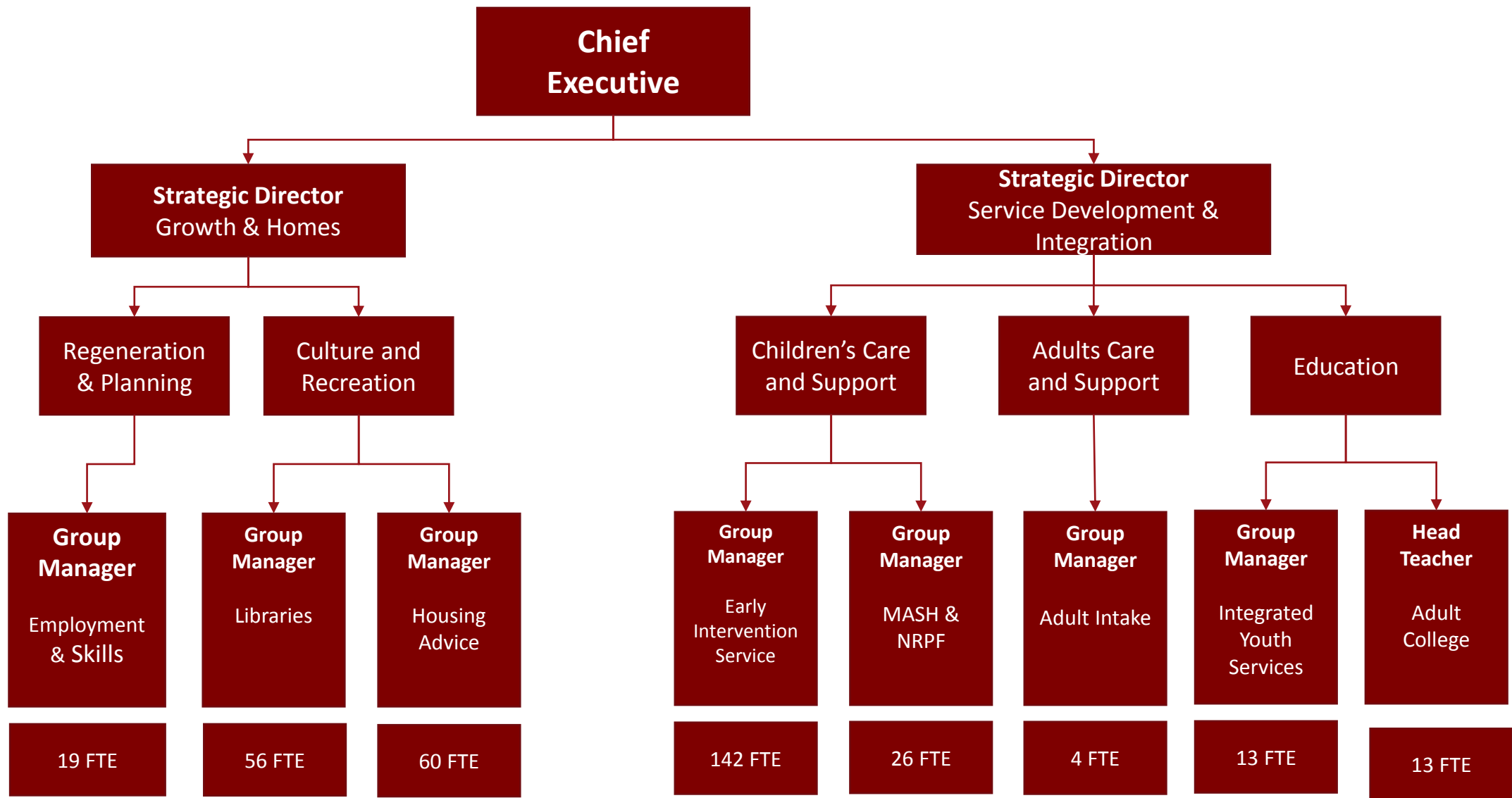
Reduce demand

Reduce costs + generate savings



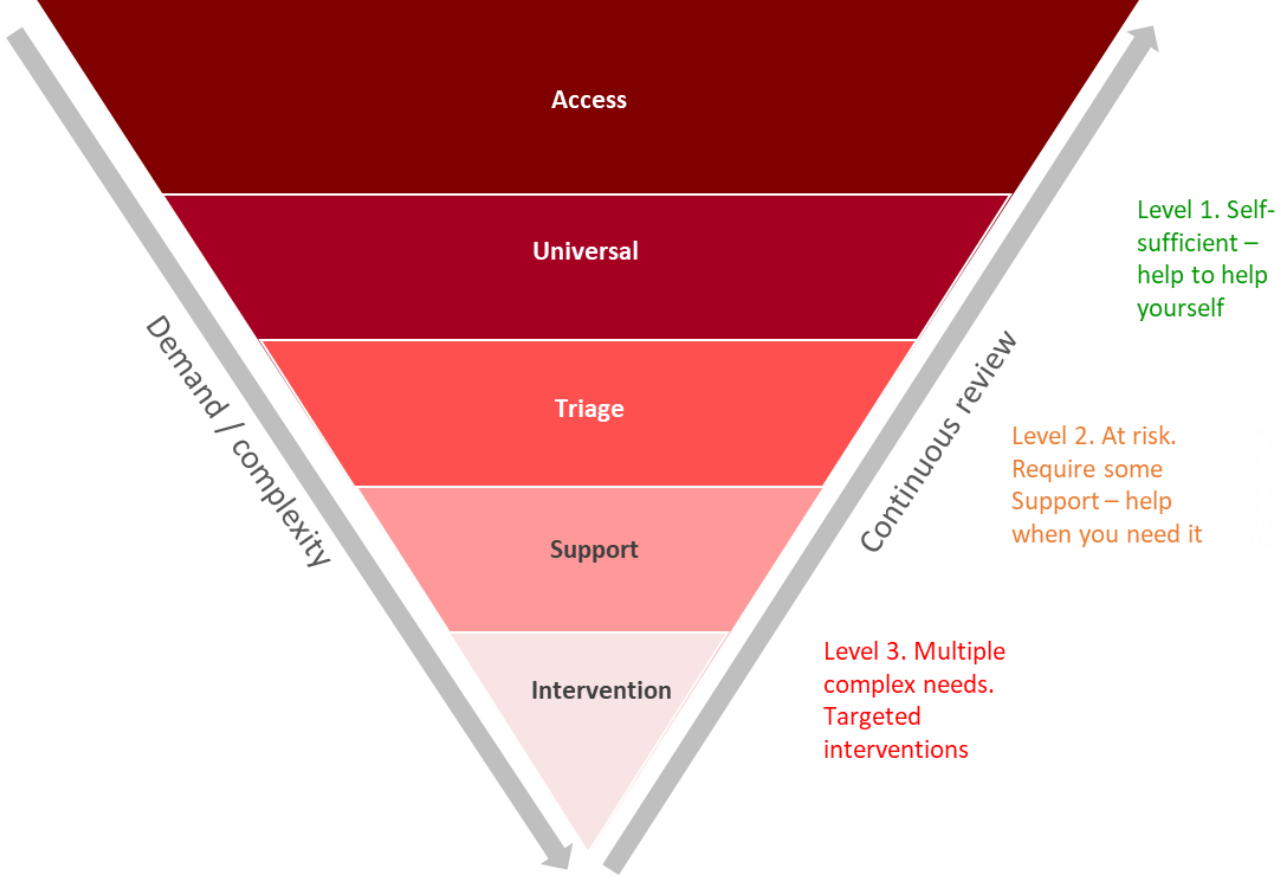
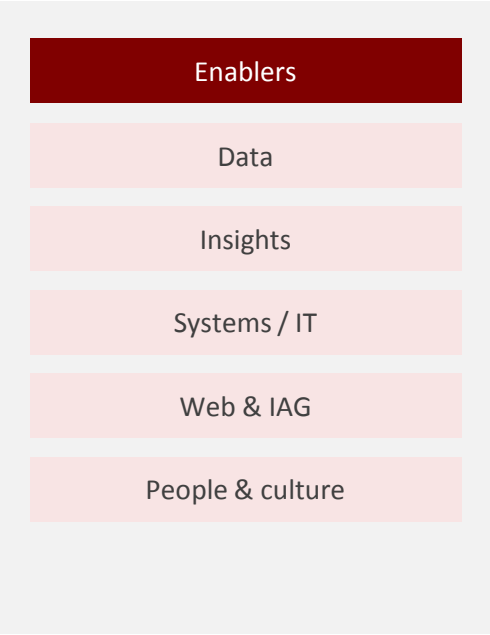
Structure and how we work

Before
Community
Solutions



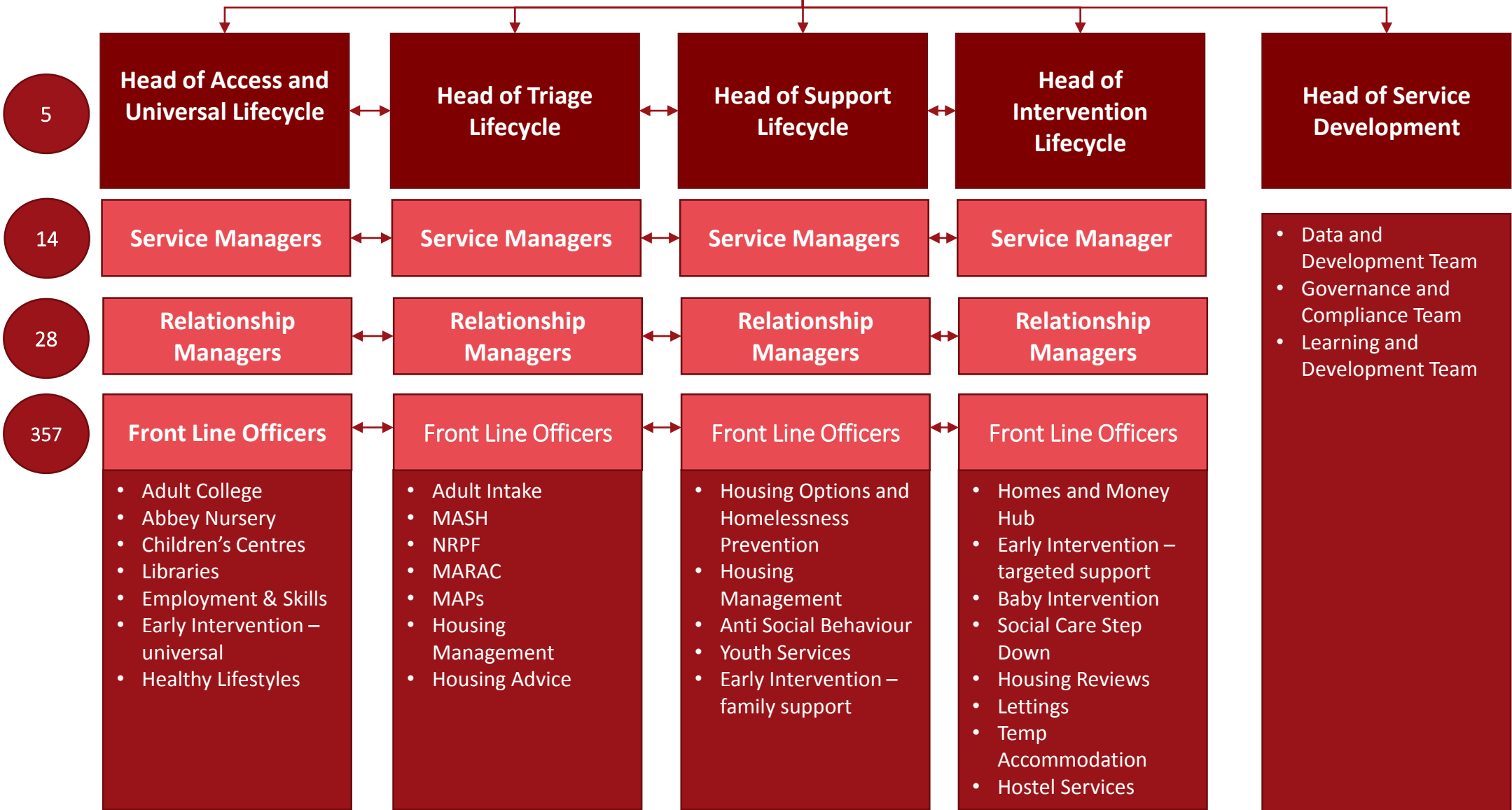
400+
staff

Service model re-organised around prevention



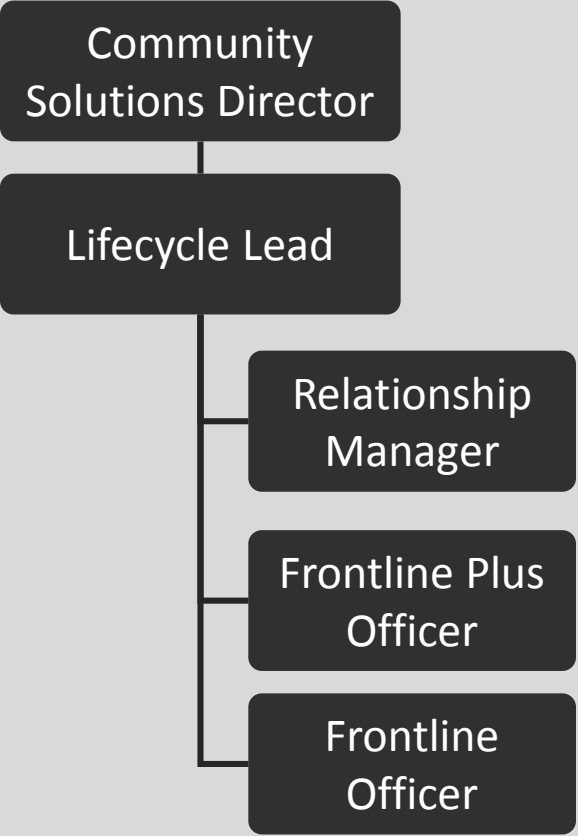
We aim to shift resource to universal and early prevention, resolving, preventing and delaying more issues and freeing capacity to deal with only the most complex at Intervention

**Operational Director
Community Solutions**



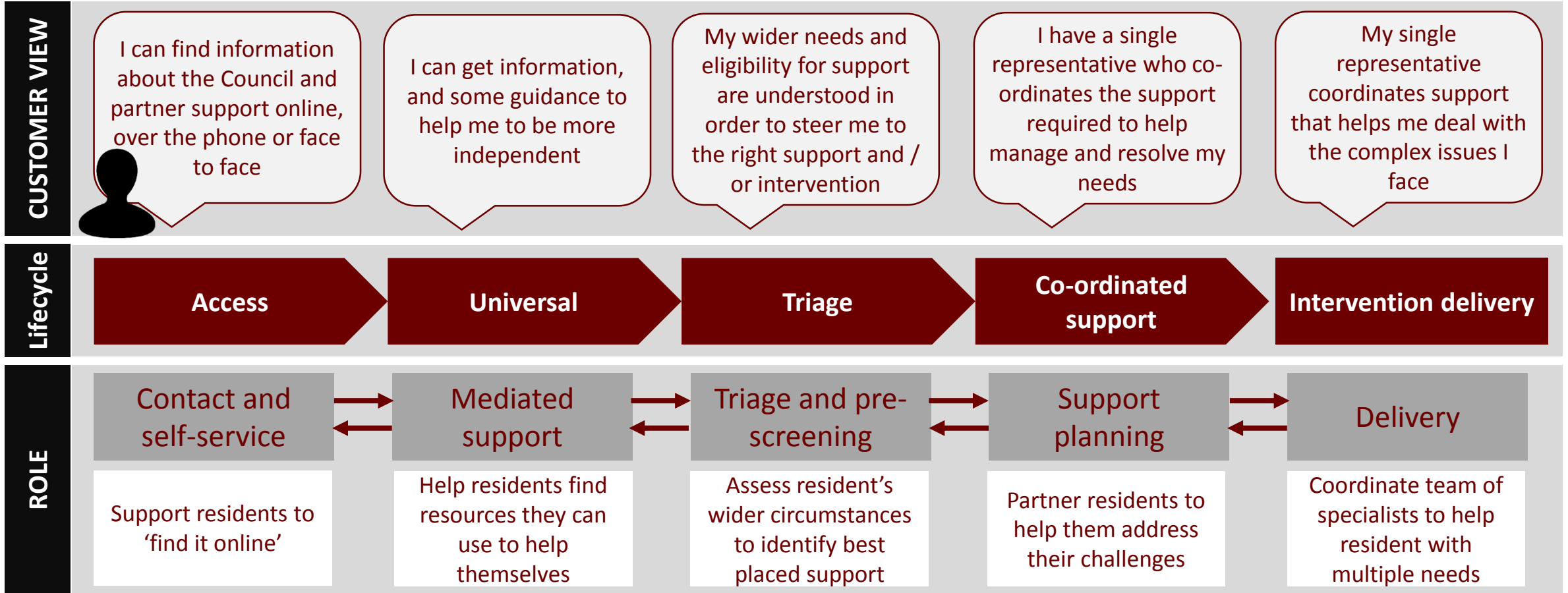
Key roles in Community Solutions

- Existing practitioners will move into new roles within Community Solutions. The table below shows the main posts within the new service, what the role is and examples of who will be moving into these from existing Council services.

Post	Role description	Example current posts
 <p>Community Solutions Director</p>	Has overall accountability for the Community Solutions service	
Lifecycle Lead	Is responsible for the running and development of their Lifecycle within Community Solutions	
Relationship Manager	Responsible for coaching clients with specific / multiple needs and acting as the case lead, working with a team of specialists where necessary to support them	<ul style="list-style-type: none"> Baby Intervention Worker T3/T2 Officer Economic Wellbeing Officer
Frontline Plus Officer	Responsible for carrying out screening and triage of contacts to Community Solutions, referring cases to the appropriate team for support	<ul style="list-style-type: none"> MASH Team Manager Housing Benefit Officer Family Support Worker
Frontline Officer	Responsible for acting as the first point of contact for residents visiting Community Hubs, providing them with general information, advice and guidance	<ul style="list-style-type: none"> Stop Smoking Adviser Library Team Member Project Support Officer

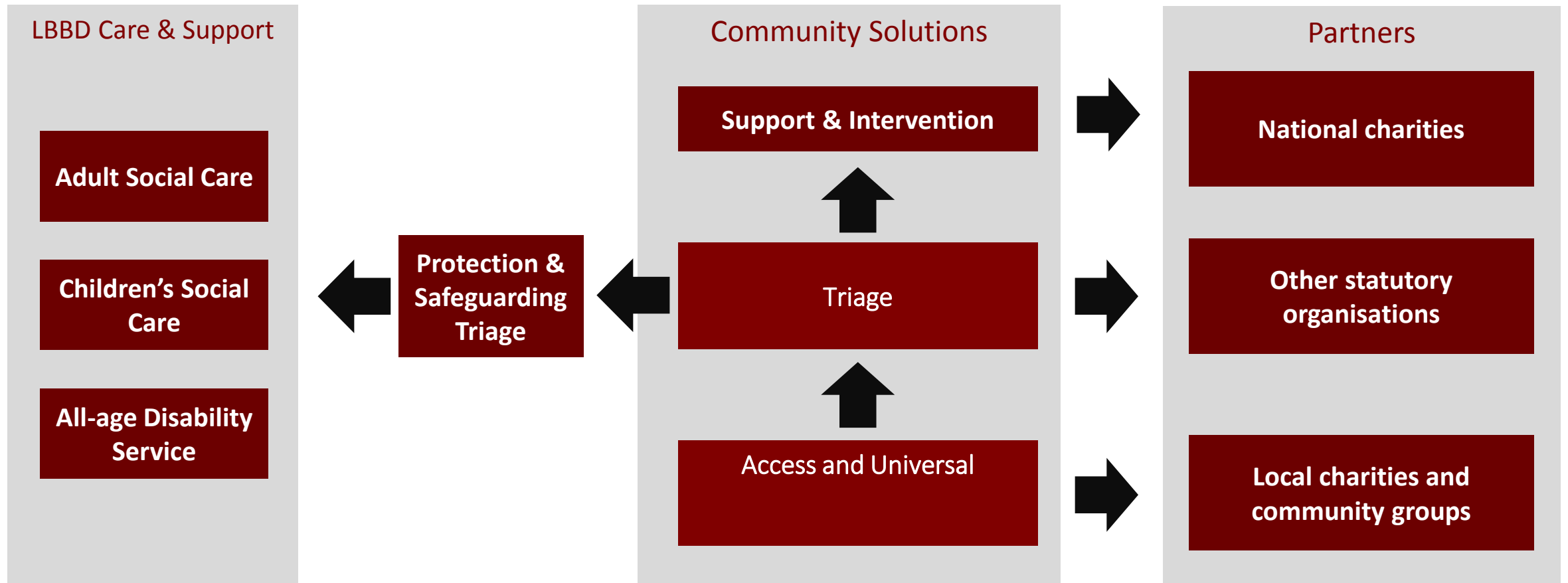
How Community Solutions works together

There are five units (known as Lifecycles) within Community Solutions that work together to support residents. Each lifecycle is aimed at supporting a certain group of residents with varying needs and self-sufficiency.

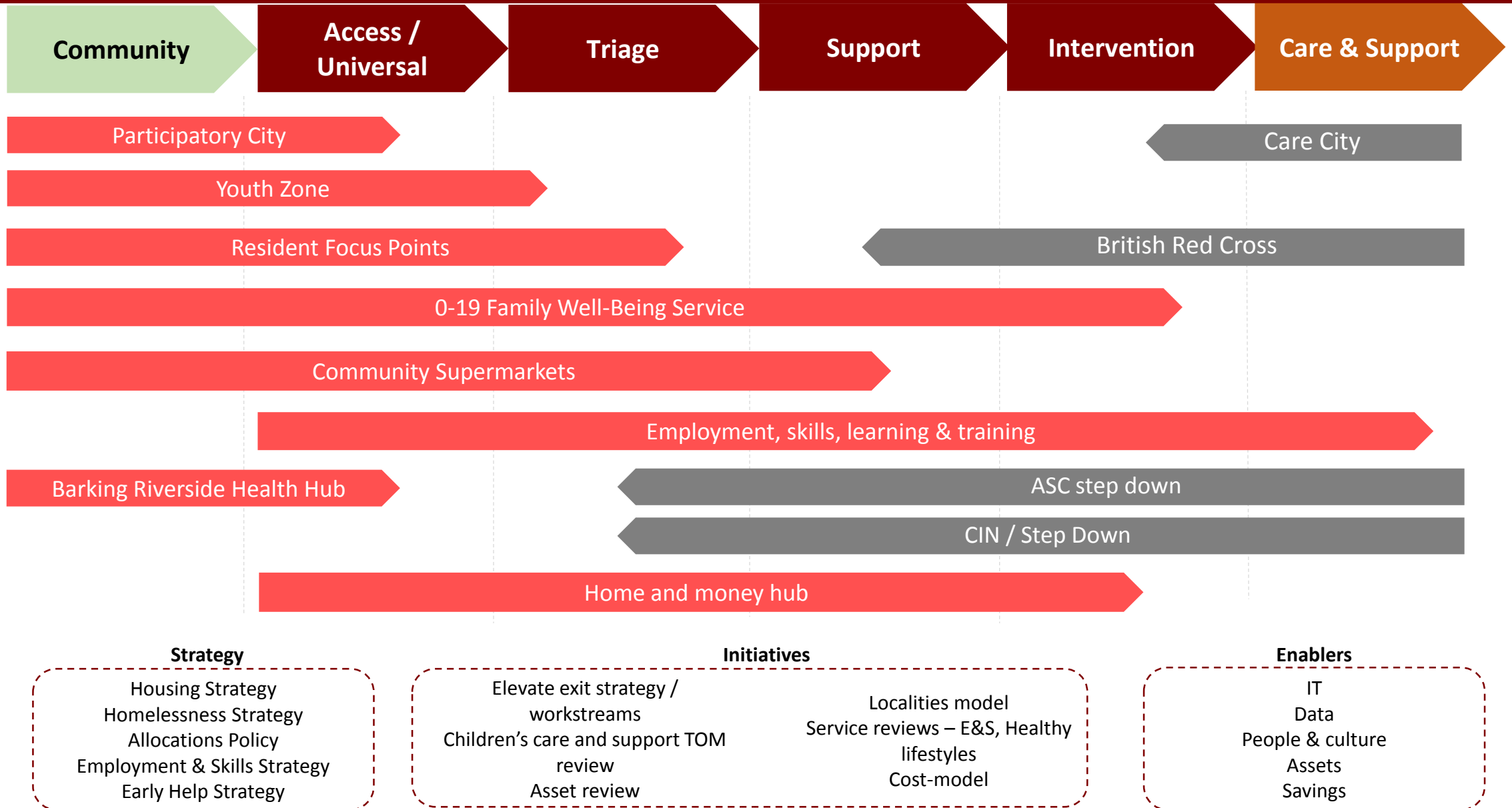


How Community Solutions work with other delivery units and partners

Community Solutions might refer residents to both other delivery units in the Council or partners for support. Any referrals to Care & Support delivery units (health and social care services) will be routed through Triage. All the Lifecycles within Community Solutions will make referrals to partners where necessary.



We also work with and are dependent on many areas...



What's gone well - highlights



Less people placed in TA as our prevention offer and improved options are helping more people



Less people being referred into social care as we intervene and act early



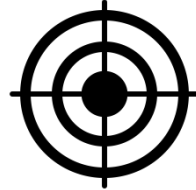
£635k already delivered with further £2.5m savings released in year 1 through service re-design, new job roles and structures.



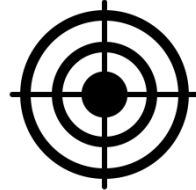
Successful Troubled Families earned autonomy bid to MHCLG - platform for release of £2m into service in advance of 2020



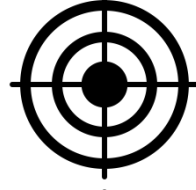
Recruited permanent Social Workers to all posts in the MASH. Reducing from 60% agency staff to 0



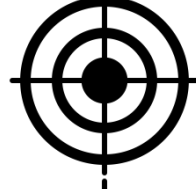
- Total number of Households in TA (1861 down to 1700)
- New Placements in TA (15% reduction)



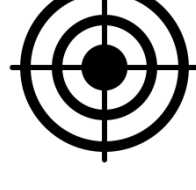
- reduce NFA actions to under 50% of all contacts and onward referrals into both Children's and Adult Social Care are below 25%



Further savings identified of £2m+ through demand reduction initiatives – social care and housing and better use of our assets and technology.



- Families turned around - have met all the planned outcomes and have shown significant and sustained progress
- Reduction in cost of the most expensive families



- Reduce demand into Adult Social Care - £500k saving target

Endorsements include...

Ofsted



They said:

- ✓ We are effectively safeguarding children and young people
- ✓ Strong corporate leadership to meet the diverse needs of children and families
- ✓ Staff report they enjoy working at B&D, there is a supportive culture, open access to management and appropriate training





Richard Williams

Ministry of Housing, DCLG said:

“

When we visited Barking & Dagenham, in relation to their readiness for the homelessness reduction act, you could see this was an organisation looking at whole system change, with strategies that underpinned choice and options

”

Investors in People Silver Accreditation

“ Strong evidence of a clear vision and ambition which is stretching and well communicated and driven by Senior Leadership Team and understood and supported by staff. ”

“ Really positive views of the Chief Executive and the Leader- demonstrating unity at the top, aligned strong vision and a good message to staff. Relatable, genuine and inspiring. ”



