

communitycatalysts

unlocking potential **effecting change**

NEWS

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welcome



Sian Lockwood OBE

Community Catalysts was launched by NAAPS UK on January 1st and what an eventful first year we've had!

We were set up to work with partners in local communities to enable people wherever they live to have real choice of small-scale, high quality, personalised and local services.

This work has its roots in the movement for self directed support. However, our launch coincided with the handover of power to a new Coalition Government with a radical agenda. A central plank to this new agenda is the concept of Big Society - and suddenly our work to stimulate and support local micro enterprise is a shining example of work that is helping to create Big Society. I am in demand as a speaker at a whole series of events exploring the implications of this agenda - a great position to be in, as it allows me to spread the word about micro enterprise and its value as we grapple with the serious demographic and financial challenges facing us.

And talking of financial challenges... Our launch coincided with a financial crisis that is likely to result in unprecedented cuts to public services across the UK. Despite this tricky trading environment we have attracted customers and contracts of all shapes and sizes - and have been asked to undertake some fascinating and exciting pieces of work. We have been delighted by the range of

requests, and the imagination and passion of our customers who have seen uses for our skills and knowledge that even we hadn't predicted!

Community Catalysts is a small organisation with big ambition. We know that if we are to succeed, we will need to work with like minded organisations who share our aims - so we are really pleased that our first partnership venture is with the National Council for Voluntary Organisations who have a long history of commitment to excellence in the voluntary and community sector. We will be working with NCVO to help 3rd sector providers and infrastructure organisations to understand and respond to personalisation.

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This is our first newsletter. We will be producing one regularly to keep you up to date with our work. So, let us know what you do and don't like, what stories you think we should be covering etc. We're really excited about our first year - and hope this newsletter helps you share some of that excitement. *Sian Lockwood, OBE*

New Quality Mark for micro providers - Show us how good you are!



Angela Catley

The providers of micro services in Oldham are eager to show everyone that the high standards of care and support they offer are valued by the people who use the service, and their families.

Community Catalysts (along with NAAPS) has been working with these providers of micro care and support services in Oldham for more than three years.

Early evidence from this work is that lots of micro enterprises are not covered by care regulation and as a result are unable to get 'registered' or 'approved'. Others spend lots of time and money jumping through hoops for registration or approval only to find they don't have a focus on the necessary quality issues.

With all this in mind we have been working with Oldham Council to develop and test a way to allow micro providers to demonstrate the quality and value of what they do to service users, their families and commissioners.

We started off by examining current systems. We also set up a number of reference groups involving people who were willing and able to give us advice. This led us to develop the 3 stage Quality Mark.

Stage one - providers are given advice, information and links to people who can help them

Stage two - systems and paper documents are assessed by an independent panel

Stage three - recognises that all the paperwork in the world will not guarantee that the service will deliver good outcomes for customers. This stage uses very simple feedback systems to allow people to say what they think about the service they have received.

The Quality Mark system uses an independent panel to assess each stage and to recommend whether the provider should gain first the "silver" and then the "gold" quality mark award.

The Quality Mark has been tested in Oldham with 6 excellent micro providers and a wonderful independent panel volunteering to help us hone the process. The results of this work together with the stories of the providers involved have recently been published by Community Catalysts in an end of project report. An additional report on the work is due to be published by the Department of Health on the PPF website sometime before Christmas.

We hope that providers and councils in other areas will be interested in trying out the Quality Mark. We have brought together all of the forms and guidance into a toolkit to be launched on the 15th January 2011. We believe it gives providers a chance to show everyone how good they are and that this is something that people will appreciate in this new (but a little confusing) personalised world of care.

For more information on the Quality Mark contact **Angela Catley, Director of Operations** on **01423 790126** or **angela.catley@communitycatalysts.co.uk**

Ruskin Mill Educational Trust take on Community Catalysts Transforming care homes into Shared Lives homes

Keith Hipwood



Community Catalysts has been helping Ruskin Mill Educational Trust in the transformation of 60 small group homes in Stroud, Stourbridge and Sheffield into Shared Lives arrangements.

Ruskin Mill offer students aged 24 or under opportunities to develop their living through land and craft work with an individualised programme of learning and support. Students come from all over the country and live with people called "houseparents" in college households in the locality which were regulated as care homes.

Houseparents are being helped to find their own accommodation as needed and will have the opportunity to become self-employed and to offer a wider range of support options. Students will no longer see them as staff, but will continue to benefit the care and support they have received and many will also be able to attract a wider range of welfare benefits.

Local Shared Lives schemes have been involved in advising and supporting the colleges and will also sit on carer approval panels to ensure consistency. Once implemented the model will be shared with other colleges.

For more information about this project contact **Keith Hipwood** on: **keithhipwood@hotmail.co.uk**

Successful 'Do YOUR thing' gives Oldham people choice

Micro providers come together in Oldham
Helen Allen

Oldham boasts a thriving community of micro providers that offer a real choice of safe, affordable, meaningful activities for people with personal budgets.

The Small Community Services Project was one of the first managed by NAAPs on behalf of the Department of Health, to test an agency model of support to micro providers in order to stimulate the market. The DH project ended in May 2010, but due to the positive outcome, Oldham Council have committed to the continuation of the work, to ensure that new and existing providers gain ongoing support.

The 'Do YOUR Thing' event, held in a modern community centre in the heart of Oldham, was a joint venture organised and paid for by these small providers, all of whom share the same values and passion for quality. The providers wanted to come together to inform people with a personal budget about some of the services and activities available to them. The event was a celebration of the many new and innovative services being offered by members of the Small Community Services Association. The providers meet on a bi monthly basis to network and provide mutual support – they are keen to



create a holistic, non-competitive environment for the benefit of all concerned.

Despite a tight timescale and a tight budget the event was a huge success with just over 100 people attending on the day. Twelve providers were present, offering the opportunity for people with personal budgets to make choices that suit their own individual requirements.

The wide range of services were represented on the day including a Yoga therapist, a Holistic Therapist, and Funky Fitness and Fun.

Individuals who have engaged with a second NAAPS/DH funded project (for developing or voluntary services) were also present on the day, offering opportunities to learn to dance and teach others, play the guitar or learn to cook.

All providers gained new enquiries and felt that in a small way they contributed to enable people to 'Do their thing'!! It is more than likely that this will take place on a regular basis.

The event is a positive example of how small providers can be supported to create a vibrant, local market for people who need individual solutions to their individual requirements under personalisation.

Helen Allen

Small Community Services Project
Coordinator, Oldham

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From addict to inspiration - How I help myself whilst helping others

September 2010

Hi my name is Stephen. I've been part of the mental health system since 1994. My illness is mainly due to the misuse of drugs and alcohol.

I left school in 1981 without many job prospects. I started to drink quite heavy, use drugs and began to isolate myself. I stopped caring not just about working, but more importantly for myself and others.

In 1994 I had a break down followed by a relapse in 2002. About 6 months later, while I was sat watching T.V I

decided I had to fight back but didn't have a clue how. I didn't know what I wanted to do and I didn't even know what I liked to do.

I came across a cook book and started to prepare and cook meals from it. After about 2 months I started to take more of an interest and read more than the actual recipe. I began to find things I could take on board and use as my own, which I am happy to say, started the healing process. The whole cooking experience for me

personally has become a holistic, spiritual and rewarding experience.

I have been involved with services for some time which led to my referral to Chadderton Court, and this is a social inclusion resource centre creating access to main stream opportunities for people who have mental health issues. Chadderton Court provides opportunities for people to move on in life and re-engage with the world. They have helped me obtain my hygiene certificate, complete my PTLTS (teacher training), and are now putting me on an NVQ in catering.

I volunteer weekly at Chadderton Court teaching other people with disabilities how to cook. I get so much from this process. Cooking is therapeutic to me, and I can transfer that to others so cooking is more enjoyable, as well teaching people essential life skills.

I was introduced to Wendi Bennett the NAAPS Oldham User Led Coordinator (who is now working for Community Catalysts) as it was identified I could use my skills further and start a social enterprise. I have attempted this idea before but had no idea where to go and who to get help from. I did approach services but was

dismissed as it was presumed I am not fit for work.

I have worked with Wendi for a couple of months now and built a relationship I can trust which is very important to me. She is there to guide and support me in obtaining the correct advice and information I need to set up my service. The world is daunting for me and this support is essential as she doesn't make choices for me but empowers me to make my own, and also supports me to clarify my decisions. I have obtained further training and I have acquired my manual handling and first aid certificates.

With Wendi's help I am in the process of receiving business advice from InBiz, a national organisation who has been very patient and understanding of me. I am also in the process of putting a business proposal together for Chadderton Court and hope to start my enterprise there with some support on hand, just in case, as this will give me the confidence I need.

If you wish to know more about my background and how I am developing you can log onto the Community Catalysts website and follow my story there at:

www.communitycatalysts.co.uk

Work with micro social care enterprise

Nottinghamshire County Council



Rebecca Stanley
Nottinghamshire Micro Services Co-ordinator

Rebecca Stanley has been appointed by Community Catalysts to work as a **Micro Services Coordinator** as part of a partnership with Nottinghamshire County Council. Rebecca sees this as a fabulous opportunity to be part of making a real difference to the care and support services available in Nottinghamshire.

Nottingham City Council

An exciting new opportunity and a new role in Nottingham.

This work is part of the wider East Midlands Improvement and Efficiency Project Supporting Micro Development in the East Midlands and Nottingham City Council are one of the 7 Local Authorities participating in this regional initiative.

Tracy Turner, Micro Services Coordinator, was the coordinator for

the Kent project and brings lots of experience and skills with her.

Work in Nottingham will take place over a period of 7 months and started at the beginning of September.

Tracy stated "I feel strongly that there is real scope to find out about and develop relationships with local services and resources that could be of help to micro providers. Early work has enabled me to identify and begin to engage with existing micro providers and to find out about what they are already delivering. There has also been considerable early interest in the project from people in the community with ideas for new services and I have begun to support them to hone these ideas and to firm up their plans.

It will be interesting to learn about the practicalities of how another local authority is taking forward the local implementation of the transformation of adult social care services, as well as finding out about (and hopefully assisting with addressing) the needs of existing and potential micro providers and any local challenges and barriers to the future development of a thriving and sustainable local micro market. And the bottom line in all of this of course will be working to ensure that the people of Nottingham have access to great choice and diversity in the local care and support market."

Telford and Wrekin Council

Telford & Wrekin Council have recently recruited **Katrina McCormick** to the new post of **Micro Services Coordinator**.

Katrina will be supported by an established Steering Group made up of cross Local Authority representation from service delivery areas such

as Joint Commissioning, Safeguarding, Trading Standards, Transport and Safer Communities etc. This group will be able to guide Katrina's work and also provide the opportunity to work through some of the barriers that are put in place to small providers locally.

Telford & Wrekin Council remain committed to the project and are hopeful that it will be instrumental in offering more choice and control for people when spending their personal budgets.

Dudley

Lorna Reid has been appointed as the **Micro Services Co-ordinator** in Dudley. Now in its 6th month of operation, Lorna has received over 40 enquiries of which she is currently working with 30 existing, new and emerging micro-providers and has engaged with over 40 networking contacts to support the project.

Since the start of the project 4 new social care enterprises have been set up with a 4th due to be launched in September 2010. Lorna is working with a range of micro providers, from

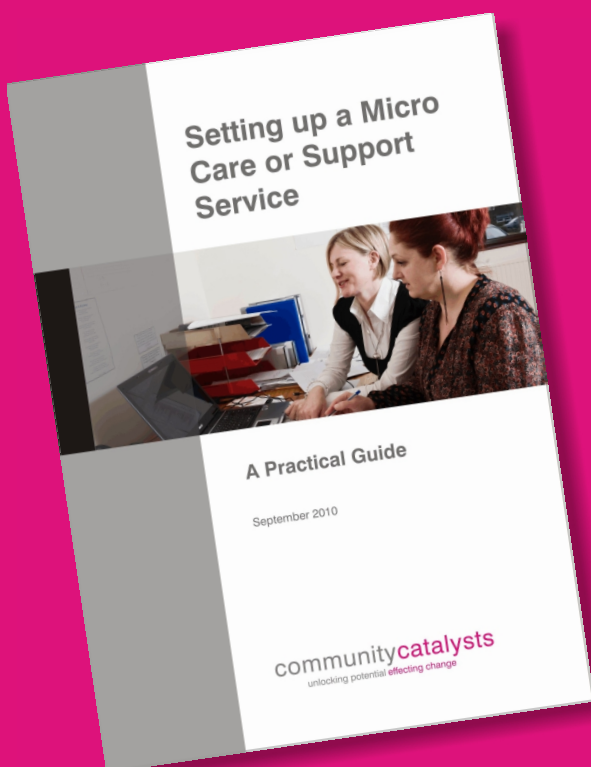
traditional services such as small day centres, outreach services and domiciliary agencies to less traditional social care services such as, beauty therapy/Indian Head massage and a carers cafe. The project has been well received in Dudley and **Steve Jones**,

Transforming Adult Social Care Lead at Dudley Council states

" We are excited about this innovative project which is gathering momentum in Dudley. As a result of the work Community Catalysts deliver, service users will have far more options and choices regarding their care."

A guide to setting up your own local enterprise

Giving support, care and choice to the people in your community



This **comprehensive 32 page guide** gives you all the information you need to pursue your dream of setting up a micro care or support service for your local community.

Answering your very basic questions at the start, including:

- **What are micro services?**
- **What's in it for me?**
- **What type of service do I want to offer?**

and then guiding you through such things to consider as the legal implications, marketing, grants, policies and getting paid, this practical guide is a must for would-be entrepreneurs.

Written in a clear and easy-to-understand manner, the guide takes you through every step of process you need to think about when starting up your enterprise.

Handy web site links sign post you to further reading and support and additional information comes in abundance in the final 'further information' section.

If you want to bring satisfaction and enrichment to your own life whilst providing a specific service to your local community, this guide is perfect for you.

If you would like to order a copy or would like further information, please contact **Jill Wighton** on **01423 790126** or **jill.wighton@communitycatalysts.co.uk**

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