

communitycatalysts®
unlocking potential effecting change



Changing thinking in health and social care

Workshops and development activity
Spring 2018

Index

Workshop	Page
More than just users of services	3
Understanding community options	4
Forging community links	5
Living your 'good life'	6
Tackling system barriers	7
Turning control into real choice	8
Getting to grips with gaps	9

Personal development programme	Page
Connected, contributing citizens (individual programme)	10
Connected, contributing citizens (buddy programme)	11

1. More than just users of services

Structure	A one-day interactive workshop
Aimed at	<ul style="list-style-type: none"> • Social workers • People who use services and their families or supporters • Care Coordinators in mental health services • Support workers or line managers who work for care or health provider organisations, CCGs, local councils • Frontline advice or support workers in probation • Frontline advice or support workers in housing
Activity	<ul style="list-style-type: none"> • Helping practitioners and people who use services to explore their own talents and assets • Exploring how to have similar conversations with other people • Seeing people’s talents and assets rather than just their needs. • Exploring current systems and practice and planning what practitioners can and will change as a result
Outcomes	<ul style="list-style-type: none"> • People and practitioners recognise that everyone has hidden talents, passions and aspirations • Practitioners are able to have different conversations with people that recognise assets rather than just focus on needs • Practitioners are able to consider how local networks and connections could help people realise their aspirations- moving away from traditional ‘serviceland’

2. Understanding community options

Structure	A one-day interactive workshop
Aimed at	<ul style="list-style-type: none"> • Social workers • Social prescribing leads • People who use services and their families or supporters • Care Coordinators in mental health services • Support workers or line managers who work for care or health provider organisations, local councils • Frontline advice or support workers in probation • Frontline advice or support workers in housing
Activity	<ul style="list-style-type: none"> • Mapping community resources • Helping practitioners to review their current practice to consider how they help people to contribute to and use community resources • Exploring why they don't • Helping people to consider how they make personal community connections and how they could help the people they support to do the same
Outcomes	<ul style="list-style-type: none"> • People understand how effective community mapping exercises can be • People have the skills and resources they need to take this approach and use it in their own workplace or community • People begin to understand the resources within their community and the opportunities these could afford • People become aware of the connections and networks that already exist in their community and how they can enhance and contribute positively to these

3. Forging community links

Structure	A one-day interactive workshop
Aimed at	<ul style="list-style-type: none"> • Social workers • Social prescribing leads • Brokers • Support planners • Care Coordinators in mental health services • Commissioners and procurement leads • Carers • People who use health, care or support services
Activity	<ul style="list-style-type: none"> • Facilitated session bringing together practitioners and people who run micro-enterprises and other community options • Use of techniques such as speed networking and storytelling to actively connect people and forge positive working links
Outcomes	<ul style="list-style-type: none"> • Practitioners, families and people who need care or support recognise the diverse range of community options available in their community • People connect with people who lead community options and through that connection begin to understand how using the services of a community enterprise could support them to live their life. Choice and options are brought to life and become more accessible and attractive • People gain detailed information on the range of community options in their area and how they can be contacted • Early relationships are formed with community entrepreneurs • Community entrepreneurs raise their profile with practitioners and people, gain new customers and increase their sustainability

4. Living your 'good life'

Structure	A one-day interactive workshop
Aimed at	<ul style="list-style-type: none"> • Social workers • Brokers • Support Planners • Care Coordinators in mental health services • Support workers or line managers who work for care or health provider organisations, CCGs, local councils • Frontline advice or support workers in probation • Frontline advice or support workers in housing
Activity	<ul style="list-style-type: none"> • Using Local Area Coordination (LAC) principles to help practitioners to think about their 'good life' • Helping practitioners consider how similar approaches could work with the people they support • Helping people consider the barriers to change—both cultural and system • Confronting people's fears about issues such as risk and liability and enabling people feel professionally safe to innovate
Outcomes	<ul style="list-style-type: none"> • Practitioners start to think about helping people that they support to 'have a good life'- not just a service • People have the opportunity to discuss their views on risk and can see how they could take a more creative approach to working with people • People gain information on the opportunities that community options can provide, the outcomes that they can achieve and feel more assured about using them • Early relationships have formed with community entrepreneurs

5. Tackling system barriers

Structure	A one-day interactive workshop
Aimed at	<p>A small group of people with an interest in identifying and addressing the challenges in a specific system or process. This could include:</p> <ul style="list-style-type: none"> • Professionals within health and social care • People who use health or care services or their representatives • Practitioners • Strategic decision makers • Policy makers • Designers of systems and process
Activity	<ul style="list-style-type: none"> • Work based on real or fictional stories. • Supporting people to plot the reality of a 'journey through the system' • Helping people to identify the system or process blocks to people living their good life • Helping people to identify things they could do to change their practice and influence unblocking
Outcomes	<ul style="list-style-type: none"> • People gain a shared understanding of the purpose of systems or processes and what they aim to achieve in theory • People feel safe to share their experience of the system or process in practice • Blocks, challenges and enablers within the system or process are identified • An action plan is developed to improve the system or process

6. Turning control into real choice

Structure	A half-day or full day interactive workshop
Aimed at	<p>People with an interest in community-led marketplace development and the conditions required for community enterprises and ventures with a health or care focus to flourish. This could include:</p> <ul style="list-style-type: none"> • Commissioners and procurement professionals • Market development leads • Social prescribing leads • Personalisation leads • Professionals within health and social care • People who use health or care services or their representatives • Practitioners • Strategic decision makers
Activity	<ul style="list-style-type: none"> • Work based on Community Catalysts marketplace development graphic. • Supporting people to recognise that: <ul style="list-style-type: none"> ➢ Marketplace development involves much more than simply developing ‘supply’ ➢ It must also focus on demand ➢ Within a health and care context navigation of the complex territory between the two is also key. • Helping people to identify the current reality of supply, demand and the territory between the two in their area • Helping people to identify things they could do to change their practice and influence the development of a more personalised market
Outcomes	<ul style="list-style-type: none"> • People gain a shared understanding of the barriers between supply and demand within a personalisation context • Specific local challenges are identified • A local action plan is developed

7. Getting to grips with gaps

Structure	A half-day interactive workshop
Aimed at	<p>People with an interest in community-led marketplace development and in exploring the perceived and real gaps in local services and supports. This could include:</p> <ul style="list-style-type: none"> • Commissioners and procurement professionals • Market development leads • Social prescribing leads • Personalisation leads • Professionals within health and social care • People who use health or care services or their representatives • Practitioners • Strategic decision makers
Activity	<ul style="list-style-type: none"> • Exercise to establish a list of gaps in services and supports locally • Presentation to understand national and local sources of information about services and supports • Work to understand that gaps can be perceived rather than real • Exercise to help people explore the real nature of gaps – real gaps, information gaps, capacity gaps or system gaps • Helping people to identify things they could do to change their practice to fill the gaps and influence the development of a more personalised market
Outcomes	<ul style="list-style-type: none"> • People gain a shared understanding of gaps in services and supports locally • Specific local challenges and opportunities are identified • A local action plan is developed

8. Connected, contributing citizens (individual programme)

Structure	A development programme based on series of accessible and engaging workshops and advice surgeries. Enabling people to explore their gifts and talents and use them to establish a community enterprise or activity
Aimed at	Independent people who may: <ul style="list-style-type: none"> • use care or health services and their carers or supporters • have experience of the criminal justice system • be retired • be disconnected from the world of work
Activity	<ul style="list-style-type: none"> • A series of workshops helping people to explore their own talents and assets • Targeted support and mentoring to turn ideas into a viable and sustainable community enterprise or activity • Support to share hopes and fears • An opportunity to make peer connections • An opportunity to connect with support organisations in their area
Outcomes	<ul style="list-style-type: none"> • People recognise their own hidden talents, passions and aspirations • People understand the necessary steps to make an enterprise or activity viable and sustainable • People are supported to work through the steps to establish their own enterprise or activity • People know where they can access on-going local support • People support each other within and after the workshops and a peer network is formed

9. Connected, contributing citizens (buddy programme)

Structure	<p>A development programme based on series of workshops and advice surgeries to enable people, in partnership with their supporter, to explore their gifts and talents and use them to establish a community enterprise or activity</p>
Aimed at	<p>People who need care or support to live their lives in partnership with their carer or supporter. For example:</p> <ul style="list-style-type: none"> • Disabled people and their family carer • People who employ a PA and their PA • People who use a care or supported housing service and their key worker • People who live in a Shared Lives arrangement in partnership with their Shared Lives carer <p>This programme can be commissioned by one organisation e.g. a Shared Lives Scheme or care provider organisation or be run for a diverse group of ‘buddy pairs’.</p>
Activity	<ul style="list-style-type: none"> • Work with carers or supporters to enable them to recognise the talents and assets of the people they support and their role in this programme • A series of workshops helping: <ul style="list-style-type: none"> ➤ people to explore their talents and assets ➤ their supporting ‘buddies’ to nurture these • Targeted support and mentoring for people and their buddies to turn ideas into a viable and sustainable community enterprise or activity • Support to share hopes and fears • An opportunity to make peer connections

Outcomes

- People are able to see themselves as more than just users of care or health services
- People able to fully understand what they are good at and this to be recognised and appreciated by their carer or supporter
- Carers or supporters are able to see themselves as supporters of active, contributing citizens and/or entrepreneurs
- People use their skills and talents to become enterprise leaders, community activists or contributing citizens
- People are supported to do new things with their time and potentially make less use of more traditional services

For more information contact

angela.catley@communitycatalysts.co.uk or 01423 503937