



COMMUNITY LED SUPPORT

The initial thoughts of third sector organisations

EVENT SUMMARY

An overview of the discussions from the
'Community Led Support in Edinburgh' event
23/07/19

Three Conversations

What are the potential risks of implementing the Three Conversations Model for the Third Sector?

- Innovation sites don't include the third sector resulting in distrust, poor relationships, and inefficiency
- New demand will overwhelm the capacity of community organisations
- There is a lack of accountability for the wellbeing of individuals after statutory staff have linked them to the community
- There is a struggle to change culture which has built up over time. Language will change if practice does, patronising to 'ban' words
- Lack of communication between sectors results in a breakdown of overall goal
- Model is theoretically rolled out but there is no cultural change towards the value of health and social support provided by the third sector
- Relies too heavily on volunteers
- The process prevents people from getting long term care
- The system isn't designed for communities needing support that can't be provided by a neighbour, such as those with disabilities
- Progress not communicated well throughout

What would help to mitigate these risks?

- Third sector lead for each innovation site (undermines the partnership model if its statutory sector only)
- Information sharing working in both directions and not solely the third sector providing to statutory partners
- Advocacy to help people who can't have the conversations to receive the same service
- Developing an inverse relationship between how much is saved in the statutory service and how much is invested into the third sector
- Encouraging third sector practice during cross-sector working
- Short blogs frequently made available to the third sector to update on progress
- Shared responsibility for the welfare of individuals referred to community services
- Third sector reps involved in discussions on innovation sites

What are the potential opportunities of implementing the Three Conversations Model for the Third Sector?

- Potential to properly fund community services

- There is a release of control from statutory services that could benefit the third sector
- Gain information on what people want and where they want to go
- Could shine a light on the good work being done in the community
- Better communication and relationships between sectors
- Third sector's impact on health and social care in Edinburgh could develop into a centre of excellence
- Reduced bureaucracy
- Encourage everyone to come together and decide on collective aspirations and goals
- Employment prospects
- Could begin supporting a new group of people who access public services but wouldn't currently look for what was available in the community

Community Led Support

Considering alternatives to a competitive grant allocation model, how better could we deliver an appropriate level and spread of service in communities?

- Identify where the gaps in community services are and then fill them
- Qualitative evaluation of need thematically collated and then quantified
- Develop a collaborative approach to funding where organisations can come together as a consortium and decide where money should be distributed
- Integrate community development principles

What would be needed to do this?

- Need to map what is available across the city
- A good understanding of what our core services are
- Clear leadership from within the third sector
- Everyone taking accountability for decisions and outcomes
- A proactive approach from organisations
- Build a strong network within and across sectors
- Places to discuss such as forums
- Continued communication to ensure everyone involved is well informed when making decisions
- A dynamic vision that can alter as more information and evidence becomes available
- Strong link to the Health and Social Care Partnership
- Outcomes in line with and agreed by the Health and Social Care Partnership

- Removal of different silos
- Common language that is understood by all including definitions of terminology such as 'prevention', 'community assets', 'link worker' etc.
- Involve not only those who currently access services but conduct an exercise to involve those who don't too
- A central resource such as a portal to pull together practice, experience, and knowledge

What initial risks are identified and how could we mitigate these?

- Overlapping and duplicated community services create confusion and competition
- Some services in the community become more vulnerable as they have less footfall e.g. minority services
- Limited capacity and resource
- That different kinds of communities exist and individuals often belong to more than one
- Not knowing how to reach people who aren't engaging with services
- That like previous projects nepotism plays a part and there is a repetition of the same faces and providers
- Funding timeline means it would need to be developed by March 2021 to leave a year for next strategy planning
- That we struggle to evidence good work and reduce statutory service use due to community groups sometimes preventing natural decline as opposed to observing improvements in wellbeing
- Response should be formed with other sectors such as statutory partners. Third sector respond to any potential need identified on our own

What access challenges would you anticipate?

- To access less visible groups, need to make sure we are working with the people they are visible to, and who know they exist
- Multiple options needed to accommodate a variety of people
- There is a need to go to vulnerable people on their own terms rather than bring them to us

How can providers support efforts to reach the community?

- Provide the link between harder to reach groups such as BME, Polish, LGBT communities
- Interface with community
- Pop-up information stations in the community such as pharmacies, gala days etc.

- Host storytelling session like Mind the Craic to get people sharing stories
- Support people to participate in information gathering
- Knock on doors

How could Community Led Support improve local cohesion?

- Provide a bottom up understanding of how the city works
- Promote people getting together from throughout the community to discuss what worked and what didn't
- Encourage multi-agency working and service huddles

Moving Forward

Where Next

- Work towards understanding capacity and demand of the third sector in Edinburgh
- Begin to identify gaps
- Put together a timetable of key dates and events
- Begin to build trust between sectors
- Build relationships with innovation sites
- Establish a clear communications channel including making voluntary sector forums more effective
- Prepare information about us as a sector for collation

For EVOC to Do

- Research the Three Conversations Model and work out how best it can work for us, including researching the experiences of other sites in the UK
- Gather good information about us as a sector including clear information on what we offer and what resources are available
- Document the impact of innovation sites on local community organisations in Edinburgh as things progress
- Ask people what they want, dedicating time to engage individuals
- Be our voice of challenge