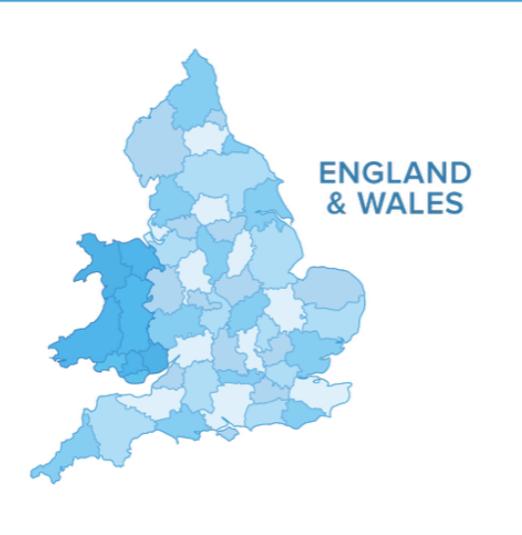# What is Local Area Coordination?

An Introduction by Mr Ralph Broad

Founder and Specialist Advisor, Local Area Coordination Network CIC

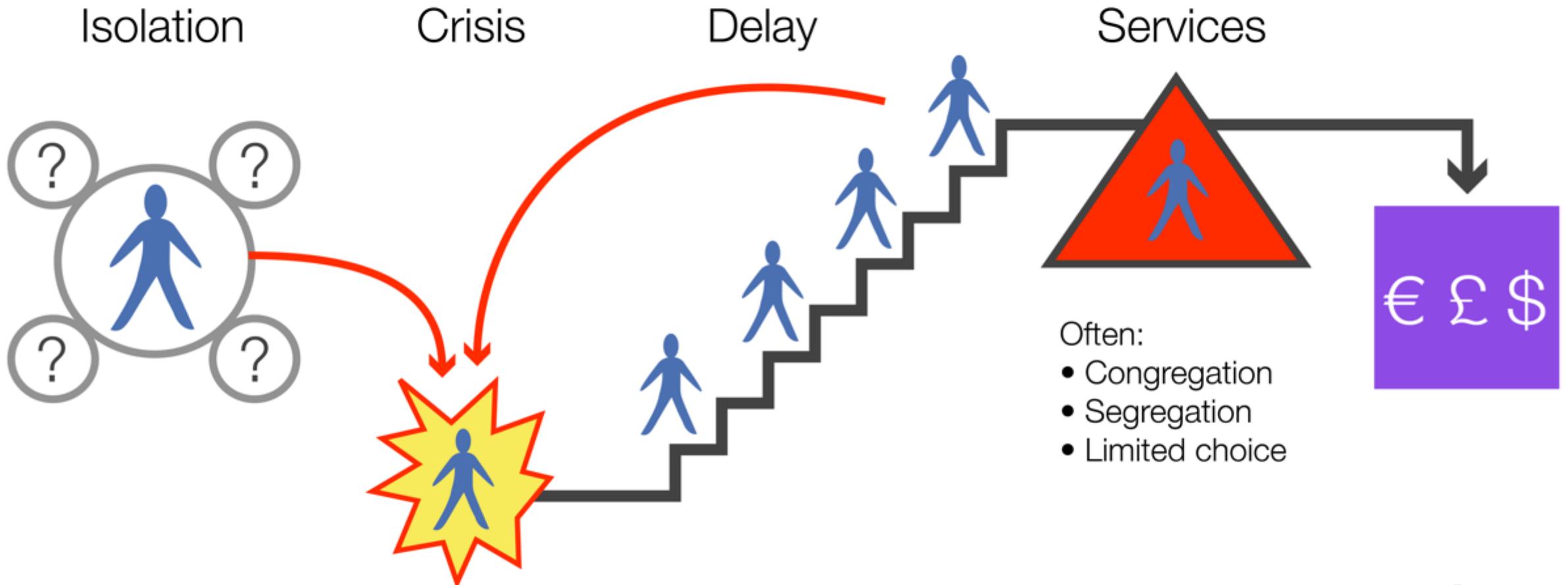*Director, Inclusive Neighbourhoods LTD*

AUSTRALIA

SCOTLAND

NEW ZEALAND

NORTHERN IRELAND

REPUBLIC OF IRELAND

ENGLAND & WALES

SINGAPORE

WEST AUSTRALIA

JERSEY

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A strong health and social care system is one that helps people to not need, or need less, that system

(wherever possible)

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FROM:
Crisis, deficit assessments & waiting

Isolation   Crisis   Delay   Services

Often:
- Congregation
- Segregation
- Limited choice

€ £ $

The Costs of a Crisis-Driven System © Broad and Duffy 2012, updated with Bartnik 2019

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A Complicated System?

MENTAL HEALTH

ADULT SERVICES

COMMUNITY CARE FACILITATORS

HEALTH VISITOR

HEALTH SERVICES

COMMUNITY NAVIGATOR

HEALTH PRACTITIONER

CONNECTOR

TRANSITION WORKER

Community Nurse

CARE MANAGER

LINK WORKER

PRESCRIBER

CASE MANAGER

ELIGIBILITY FOR SERVICES

OLDER PEOPLE SERVICES

CARE NAVIGATOR

AGE & FRAILTY

DISABILITY

KEY WORKER

CHILDREN AND FAMILY SERVICES

Health visitor

WELL BEING SERVICE

COMMUNITY NAVIGATOR

ASSESSOR

CARER SUPPORT

COMMUNITY SUPPORT

COMMUNITY BUILDER

BEFRIENDING SERVICE

Turning the system upside down:
"From service user to citizen"

Purpose

Local Area Coordinators work to

- increase the **capacity and resilience** of individuals, families, communities and service systems

- **decrease the demand for and reliance** on formal services and funding, wherever possible.

- **simplify** system and experience for local people

The 'front end' of the community and service support system

local area
coordination

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TO: Strengthening people families & communities

Defined geographical area – Located in/connected with community. Place based, accessible, visible and
mobile in community

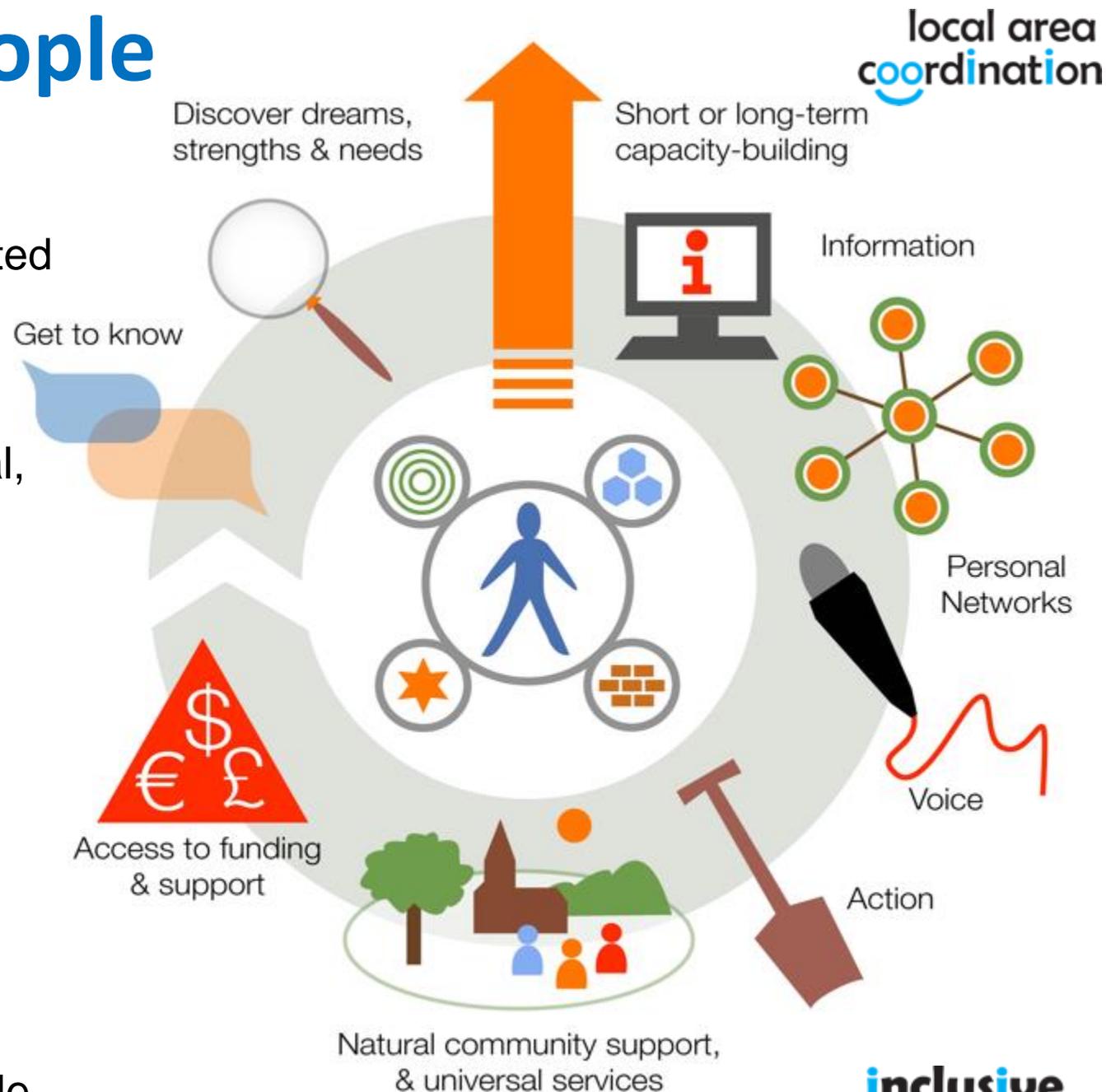**Easy to access** – no eligibility, no obstacles, local, mobile

Think natural first – build on assets and contribution of people and community

Whole person, whole family, whole community

Voluntary relationship

Not time limited, but avoids dependency

Intentional partnership working with local people, communities, organisations, services

local area coordination

Discover dreams, strengths & needs

Short or long-term capacity-building

Get to know

Information

Personal Networks

Voice

Access to funding & support

Action

Natural community support, & universal services

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Rather than wait for crisis and then move/prescribe people between services and supports........

- **Get to know** the person, the family, their community & services
- **Whole person** – strengths, relationships, aspirations & needs
- Understand and **address causes/determinants** of inequality and crisis
- Think **natural and sustainable first**, not services
- Be **alongside to help build capacity**, relationships, resilience, contribution, community

Turning the system upside down

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Thinking natural and sustainable first
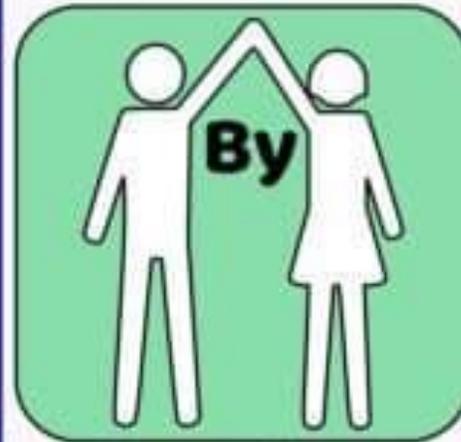

And lastly.....

"Everything done, is to us & without us." (Medical Model)

"Everything done, is done for us; without us." (Charity Model)

To

For

Expert

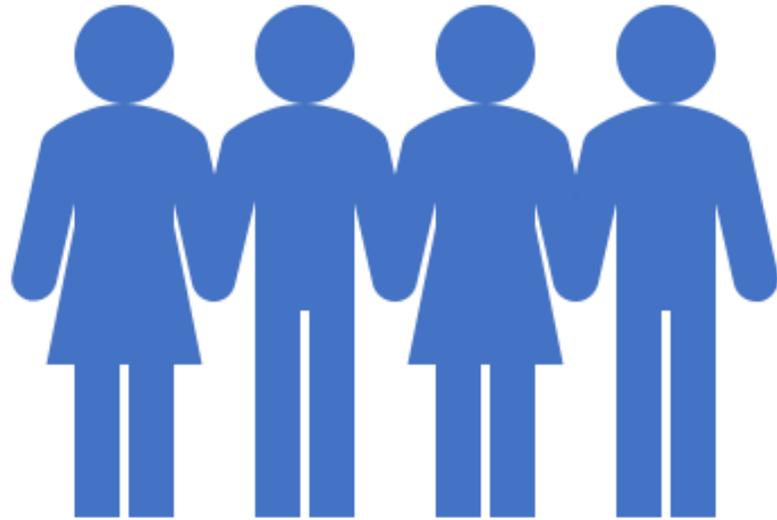"Nothing for us, without us." (Social Model, Advocacy, Co-design/Co-production/ Asset-based Approaches)

With

By

"Done by Us for Us." (Asset-Based Community Development)

Gapper

Alongsider/ Animator

nurture development
development • midwest

Cormac Russell | www.nurturedevelopment.org

People places possibilities

Maggie's story

- An introduction
- A focus on strengths
- Finding and nurturing community relationships and supports
- 'Making the most of life' plans
- Staying strong in the community – reducing service use
- From service user to contributor

Reach Across Whole System and Pathway

Local Area Coordination supports:

1. People not yet known to services to help build resilience and remain part of their community* (avoiding need for services).

2. People at risk of becoming dependent on services to remain strong in their own community - diverting the need for more expensive formal service responses (delay/divert need)

3. People already using services to become less dependent and more connected and resilient in their own community (reduce need)

*including family, kin, culture
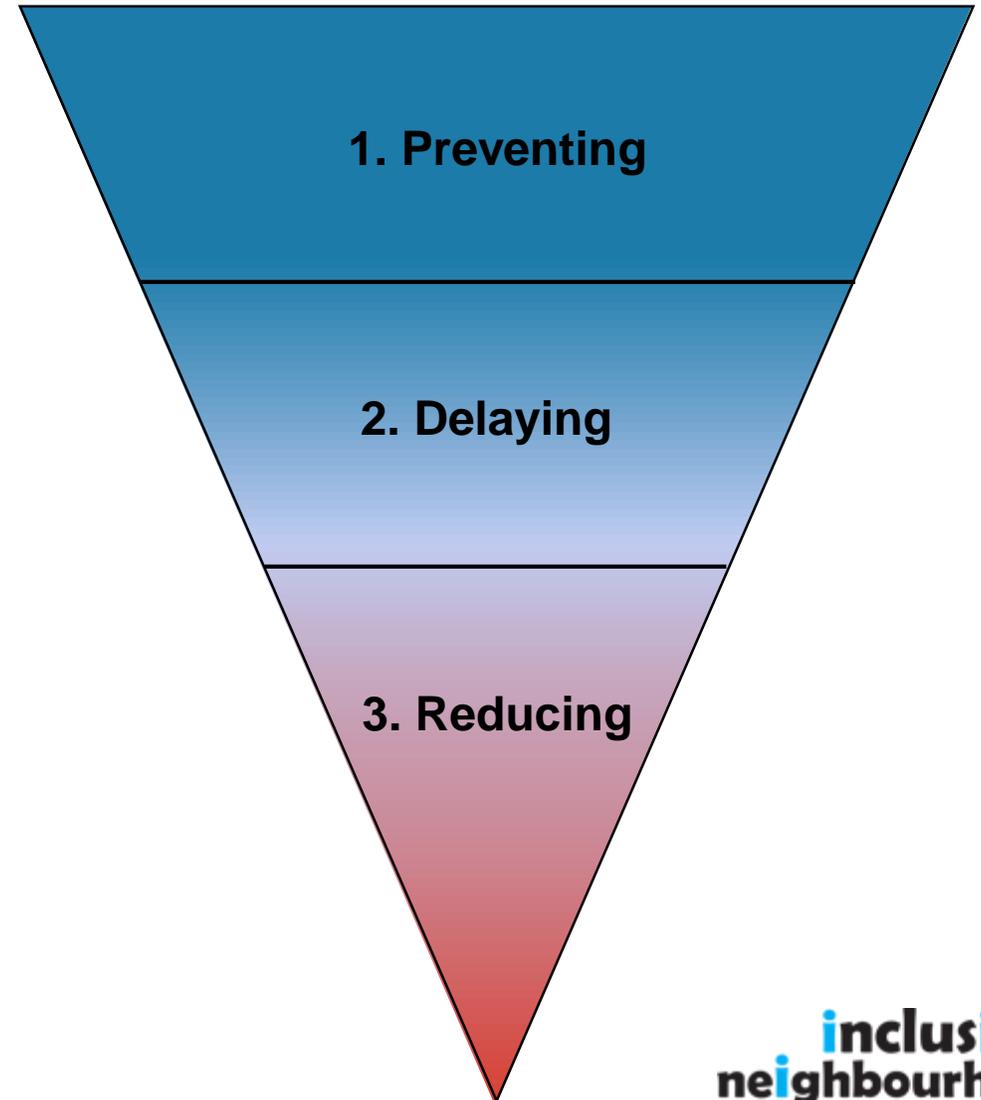
Partnerships, outcomes, sustainability 5.45

Who can access Local Area Coordination? Anyone – Inclusion means everyone

Introductions

Access to food	Leaving hospital
Anorexia	Leaving criminal justice
Anxiety	Leaving care (young people)
Asperger's	Low self esteem
Autism	Mental health
Bereavement	Move to preferred living situation
Carer support	NEET *(Not in Education, Employment, or Training)*
Child carer	Neglect
Community tension	Older age
Benefits	Other
Dementia	Parkinsons
Domestic abuse	Physical difficulties/disabilities
Drugs and alcohol	Enforced prostitution
Drugs and/or alcohol	PTSD
Family related issue	School issues
Homeless	Sensory impairment
Housing	Speaking up/self advocacy
Isolation	Stroke
Language barriers	Unemployment
Learning disabilities	Visual impairment
	Working with family member

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Evidence and outcomes

System Outcomes	Individual, family, community outcomes
Reductions in • **Isolation and loneliness**	Increased **natural, supportive relationships**.
• Visits to **GP surgeries and A&E**	Increasing **community resources and connections**
• Referrals to **Mental Health and Adult Social Servi**ces	Increasing **mutual support** in communities
• Dependence on **health, social care and housing services**	Greater **confidence in the future**
• **Evictions** and costs to housing	Better knowledge of/**connection with local community resources**
• **Safeguarding concerns**	Improved access to relevant **information – choice and control**
• Dependence on **formal support and day services**	Improved **health and well-being**
• Anti-social behaviour and **police call outs**	Better control and **self-care of own health, social needs, housing**
Strengthening families, enabling child protection workers to focus on addressing child safety.	Families better able to **continue in caring role**
Reach across people from **diverse backgrounds**	Increasing access to **volunteering, education, employment**
Financial benefit/value for money 4:1, **Social return** on investment 4:1	**Avoiding crisis** through early help
Joint/**integrated funding** – whole system, sustainability	More able to build own resilience - **needing services less.**
Wessex AHSN (2018) **Improved health and well-being** outcomes	Improved **access to specialist supports**
System wide "prevention" and "post service intervention" offer – prevent, delay, reduce	Staying strong and connected through austerity and Covid, **mutually supportive neighbours and communities**

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Power and Connection

THE INTERNATIONAL DEVELOPMENT
OF LOCAL AREA COORDINATION

by **Eddie Bartnik** and **Ralph Broad**

with contributions from Nick Sinclair, Al Etmanski, Michael Kendrick and international colleagues

Examples of positive outcomes in partnership with services

Mental health

*"The evaluation found individual cases where a **resolution in one area** has **brought about improvements in other areas**. For example, supporting one person out of homelessness has had a **profound and positive effect on mental health** and in **re-establishing connections to family** and thus the **natural supports that family can provide.**"*

Western Australia Department of Communities (2021) p. 6

*"Stakeholders representing the formal service system identified individual cases where demand on their services has reduced and several expressed a view that the LAC was **well placed to assist people so that they would not return**."*

*"They are working with people to resolve issues related to **housing and homelessness, ill-health, poverty, engagement in education, daily living, social isolation and more**."*

Violence and Child Protection

*"A Child Protection Leader noted "once the violence stopped, the work that Local Area Coordinators are doing is building her up to be fully functional, to get her self-esteem back. This particular woman **has not come back through our door, no more child protection issues** and I think that is **directly related to her increasing functioning** through working with the Coordinator and her own internal resources as well."*

*"In Western Australia, they have helped people connect with community and thereby **minimise presentations at GPs and emergency departments** and make connections with other people in their community and reduce social isolation, thereby improving mental and physical health."*

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"My Local Area Coordinator gave me hope during my most challenging times. I felt suicidal before [they] came into my life and helped me navigate many challenges. Thanks to [them] I am now independent, confident and have connections to my local community..

Local Area Coordination and Social Work

Key positive outcomes for social workers included...

" having greater community knowledge and connections, as well as releasing social workers to concentrate on supporting people with complex needs and issues, such as managing mental health crises "

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Local Area Coordination and Social Work

"This was a case that was just spiraling around social work for about 2 years with people not knowing what to do with him....

The social work team and the Local Area Coordinator worked together to help this man stop drinking and he is no longer known as a high risk safeguarding case"

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LACderby @LACderby · 22h

Replying to @SarahBurslem

Todays conversation focused on - strengths, assets, new connections, networks and resilience. The person was supported to access information and make sense of that information to fit their unique circumstances both today and for the days ahead.

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Local Area Coordination and ED

LACderby @LACderby · 10 Oct 2019

"High Intensity Users with Choatic lifestyles" they said. "Really isolated citizens lost in complex service systems" we replied.
The result – @LACderby expands and we develop some really exciting new partnerships with ED @UHDBTrust @EMASNHSTrust & @NHSDDCCG

💬 6   ↻ 11   ❤️ 31   ⬆️

LACderby @LACderby · 19 Dec 2019

UPDATE – 2 months into our work, data from ED colleagues @UHDBTrust shows an 82% decrease in attendances at ED. 3 people have so far never been back. #PickTheBonesOutOfThat
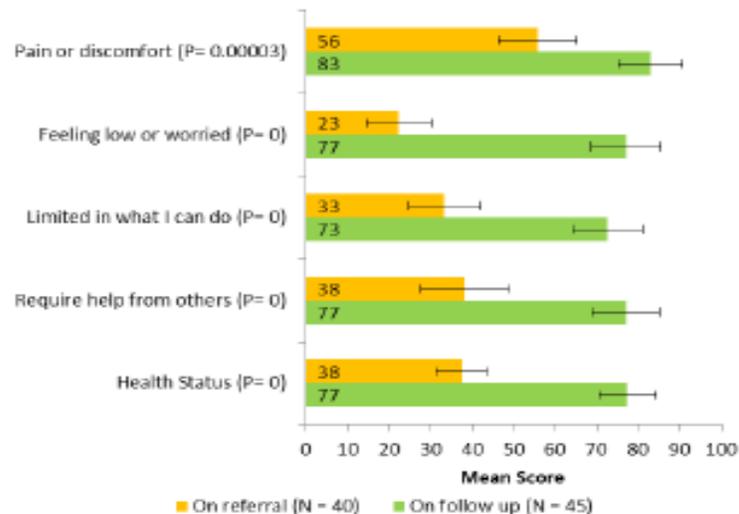
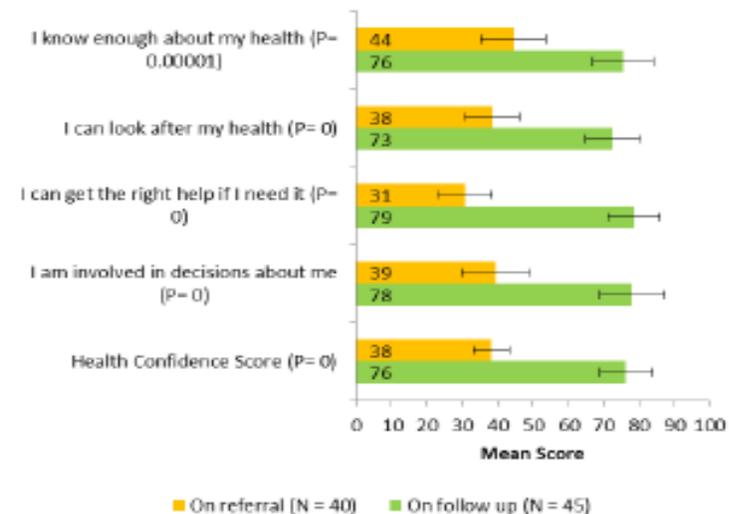💬 4   ↻ 4   ❤️ 13   ⬆️

LACderby @LACderby · 15 Jan
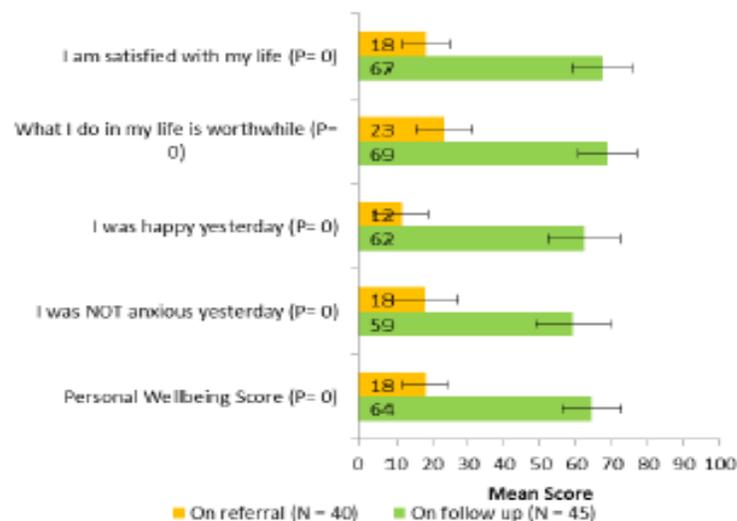
@ProfDonnaHall it's often all about relationships.

💬   ↻   ♡   ⬆️

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Health Status

Measure	On referral (N = 40)	On follow up (N = 45)
Pain or discomfort (P= 0.00003)	56	83
Feeling low or worried (P= 0)	23	77
Limited in what I can do (P= 0)	33	73
Require help from others (P= 0)	38	77
Health Status (P= 0)	38	77

Mean Score

■ On referral (N = 40) ■ On follow up (N = 45)

Health Confidence

Measure	On referral (N = 40)	On follow up (N = 45)
I know enough about my health (P= 0.00001)	44	76
I can look after my health (P= 0)	38	73
I can get the right help if I need it (P= 0)	31	79
I am involved in decisions about me (P= 0)	39	78
Health Confidence Score (P= 0)	38	76

Mean Score

■ On referral (N = 40) ■ On follow up (N = 45)

Personal Wellbeing

Measure	On referral (N = 40)	On follow up (N = 45)
I am satisfied with my life (P= 0)	18	67
What I do in my life is worthwhile (P= 0)	23	69
I was happy yesterday (P= 0)	12	62
I was NOT anxious yesterday (P= 0)	18	59
Personal Wellbeing Score (P= 0)	18	64

Mean Score

■ On referral (N = 40) ■ On follow up (N = 45)

Experience of using the service

Measure	On referral (N = 40)	On follow up (N = 45)
Treat me kindly (P= 0.19695)	92	96
Listen and explain (P= 0.0488)	92	98
See you promptly (P= 0.21006)	87	92
Well organised (P= 0.05432)	86	93
I don't have to repeat my story (P= 0.04112)	77	89
Services talk to each other (P= 0.00009)	68	93
Patient experience (P= 0.0009)	83	94

Mean Score

■ On referral (N = 40) ■ On follow up (N = 45)

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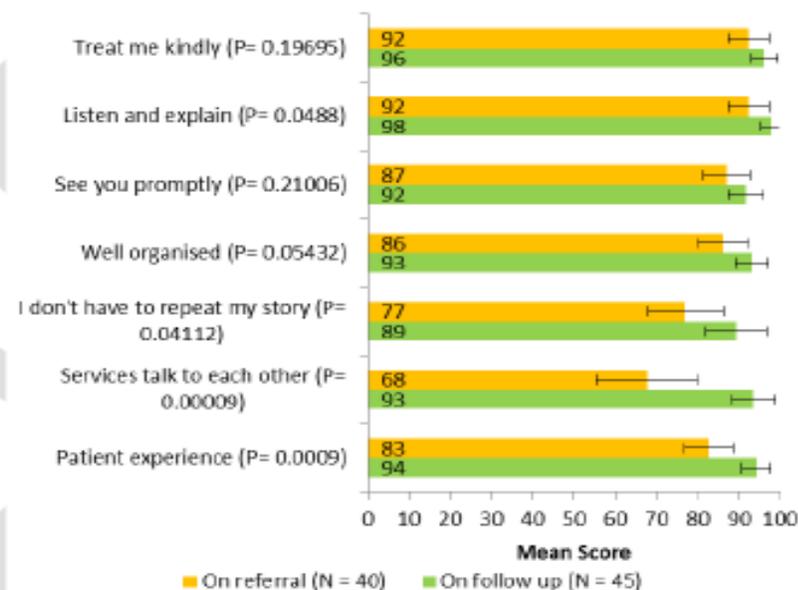
James's World
(Before Introduction to Local Area Co-ordination)

Royal Derby Hospital Emergency Dept

DCC Adult Social Care

E.M.A.S

Safeguarding

Derby Homes

Richard

James

Susan

Local Shop

Burger Van

Local Pub

Derbyshire Constabulary

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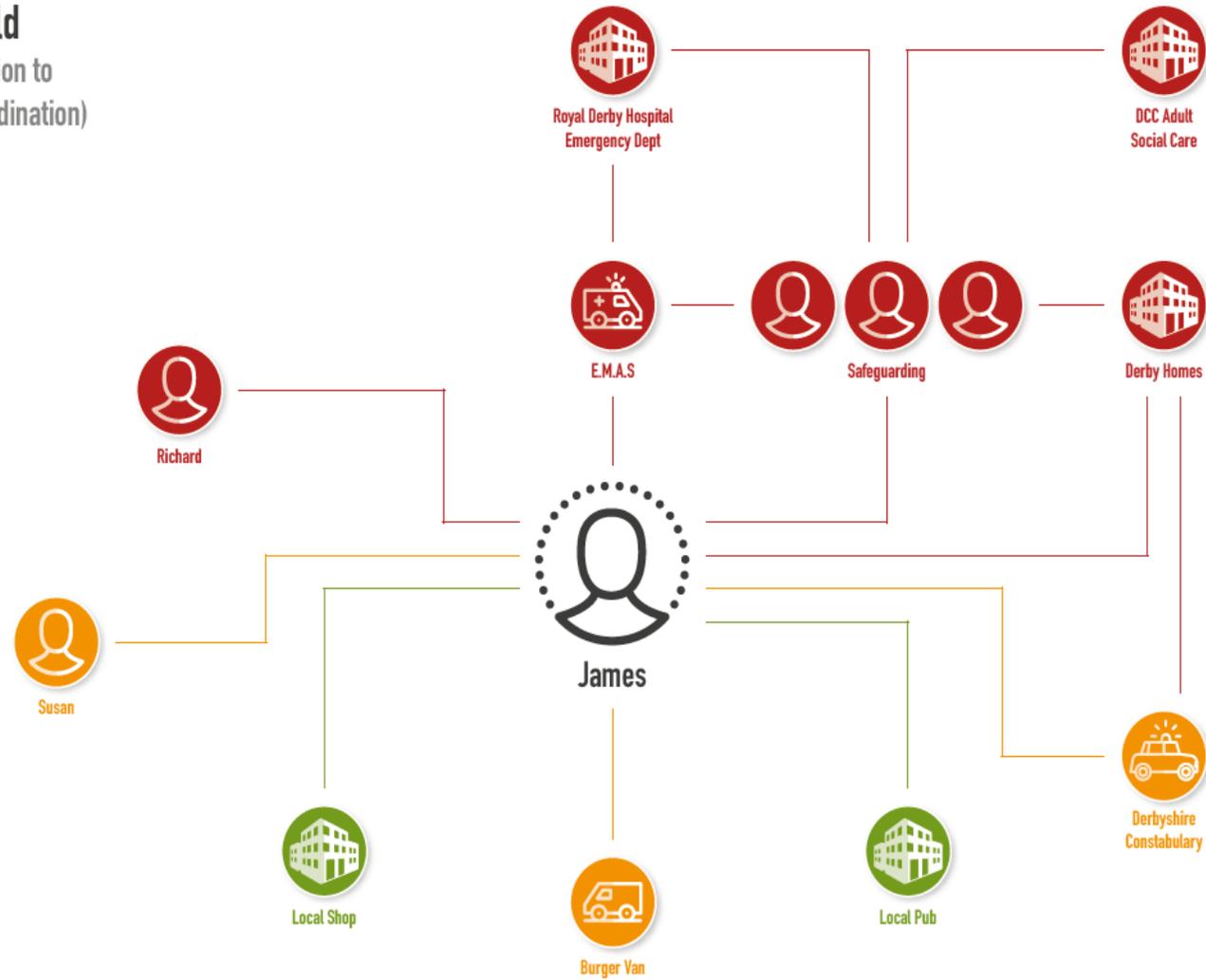
James's World
(After Introduction to Local Area Co-ordination)

Andy — Local Foodbank

Local Church

Community Cafe

Catherine

Derby Homes

James

Susan

Local Shop

Burger Van

Local Pub

GP

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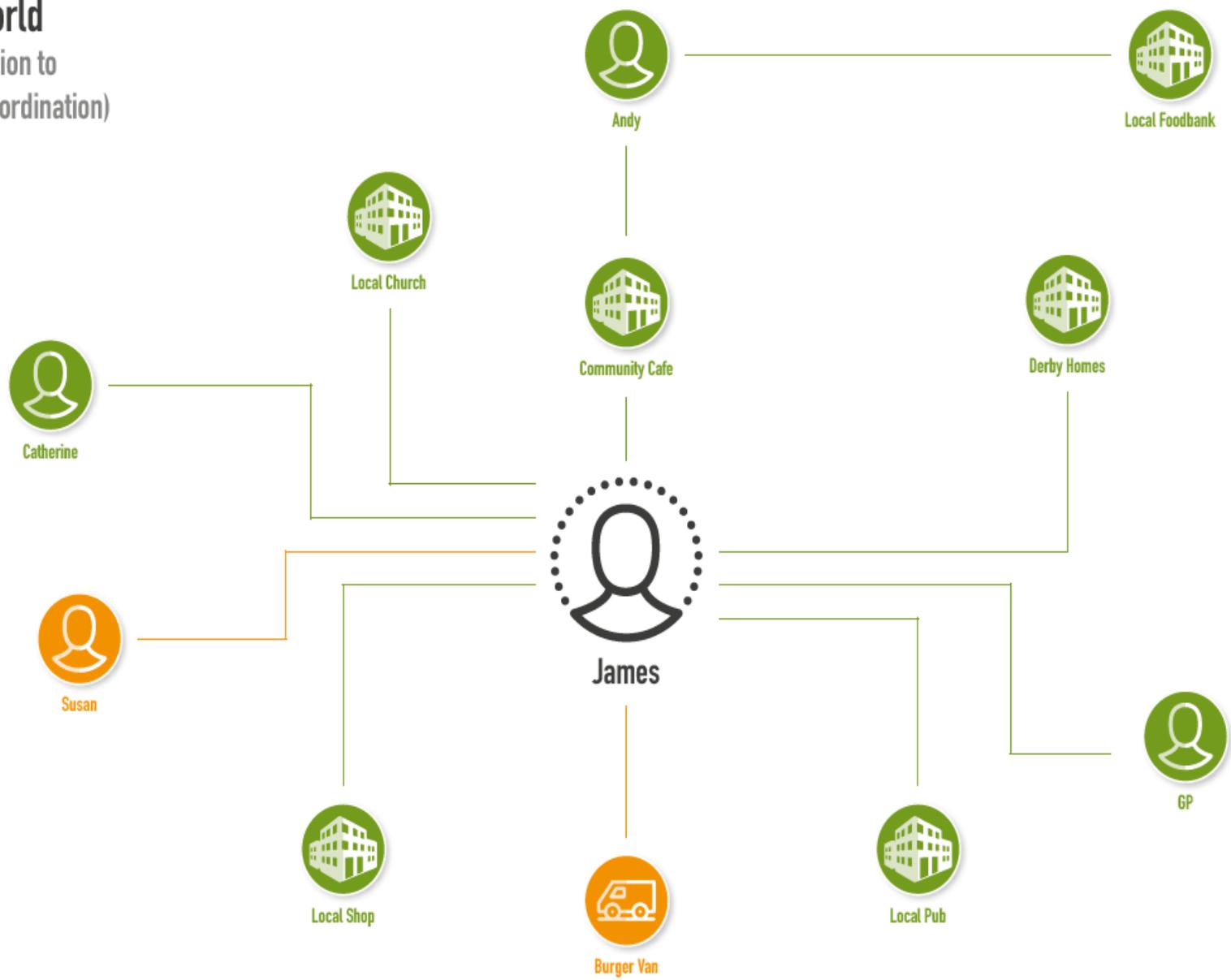
think big, start small, get it right - **GROW**.

For information about building Local Area Coordination
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local area
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