HEALTH & WELLBEING BOARD

Subject Heading:	Local Area Coordination
Board Lead:	
Report Author and contact details:	Rebecca Smith Rebecca.amy-smith@havering.gov.uk

The subject matter of this report deals with the following themes of the Health and Wellbeing Strategy

- ☒ Theme 1: Primary prevention to promote and protect the health of the community and reduce health inequalities
- ☒ Theme 2: Working together to identify those at risk and intervene early to improve outcomes and reduce demand on more expensive services later on
- ☐ Theme 3: Provide the right health and social care/advice in the right place at the right time
- ☐ Theme 4: Quality of services and user experience

SUMMARY

The attached slides and report detail provide information regarding the development of Local Area Coordination in Havering.

RECOMMENDATIONS

The Health and Wellbeing Board is asked to note the report and presentation.

Background

Havering is developing a new way of providing support and services to local people, based in the community, with individuals and communities at its heart. This is through a concept called 'Local Area Coordination'. Local Area Coordination is an evidence based approach which is currently being implemented in 12 authorities across England and Wales.

We know that people can sometimes feel lost and unsure of where they can get support; the system can be difficult to understand, information can be confusing and services may have eligibility criteria that people in need don't meet. Local Area Coordination seeks to change this, and to empower people and communities to support themselves and one another.

Local Area Coordination aims to make sure that vulnerable people are better supported to find local solutions in their community that improve their lives and allow them to be more independent and resilient as a result. On a wider level, it seeks to promote a different way of delivering services out in the community with a more personalised approach and offers an opportunity to transform systems, policies, and processes.

Local Area Coordination focuses on making connections; connecting people who need support to resources and people within their community who can help. Local Area Coordination also focuses on building up the community, and increasing the community's capacity to support one another.

The approach is led by people called Local Area Coordinators. Local Area Coordinators:

- Are recruited by the community; people who live in the local area chose who they would like to have as their Local Area Coordinator
- Live in the local area; understand what it is like to be a Havering resident, know the community and the people who live there
- Are based in community venues so they are easily accessible to people in the areas they work. They work in small areas so that they can really get to know the community, understand it's needs and the people who live there
- Spend time supporting community building and building their local connections, as well as working with individuals
- Work alongside people to identify practical solutions to problems. They also help people to plan or solve problems as a family or with friends where that makes sense to them

- Try to support local or non-service solutions wherever possible and focus on what the person can do for themselves using their skills and experience; as well as the help that friends, family and the local community can provide
- Are highly skilled individuals from a variety of backgrounds, with different skill sets
- Can work with anyone; there are no set criteria for getting support from a Local Area Coordinator

We are working in partnership with Community Catalysts to develop the approach in Havering. Community Catalysts have worked with a number of Local Authorities (both in the UK and overseas) to implement Local Area Coordination and manage the Local Area Coordination network which brings together the 12 areas across the country which are delivering Local Area Coordination.

Outcomes

Independent evaluations of Local Area Coordination in other areas have demonstrated the following outcomes for systems and people:

System outcomes	For people and communities
- Simplified system - Integrated, cross-system collaboration - Shared system wide outcomes Reductions in: - Visits to GP surgery and A&E - Dependence on formal health and social services - Referrals to Mental Health Team & Adult Social Care - Safeguarding concerns, people leaving safeguarding sooner - Evictions and costs to housing - Smoking and alcohol consumption - Dependence on day services - Out of area placements – bringing people home	- Increased informal and valued supportive relationships – reducing isolation - Increasing capacity of families to continue in caring role - Greater confidence in the future - Better knowledge & connection with community - Improved access to information – choice and control, - Better control over own health - Better resourced communities, - Support into volunteering, training and employment, - Preventing crises through early intervention, and supporting people who do not meet statutory eligibility criteria - Improved access to specialist services

Social Return on Investment

Case example - Thurrock Local Area Co-ordination – Social Return on Investment Report by Socialvalue.org reported at £3.65 for every £1 spent

The aim of Local Area Coordination and the use of coordinators based in the community are to ensure vulnerable people are better supported to find local solutions that enable them to build a 'good life' and are less dependent on other services as a result. The complexity of need met by LAC is high. The majority of people supported were found to have mental health issues of varying degrees and many of the individuals suffer from isolation.

The detailed evaluation of the Thurrock scheme sets out the methodology for measuring the impact of the collective investment on individuals themselves, their families, the wider community and also referrals and access to services such as GP's, social care, housing and mental health services over a 3 year period. The diagram below isolates more tangible expected changes in behaviour against demand for council provision; the following table shows how the 3-year financial benefit has been calculated for the delivery of outcomes to individuals. A small sub-set of benefits for the case for on-going investment were:

- 203 assessments avoided at a cost of £510 per assessment = £103,530
- 83 people diverted from support for depression and anxiety = £456,417.
- 88 people diverted from traditional day services = £24,534.
- 51 complex evictions avoided = £371,076
- 83 people diverted from Community Health Teams = £127,488
- 37 people supported in mental health crisis with cost avoidance =£1,108m
- 51 people diverted from their GP surgery = £8,384
- 110 avoided ambulance and A&E attendances = £181,789

In total over the 3 year period, the avoidable/avoided costs were estimated to be £2,966,649
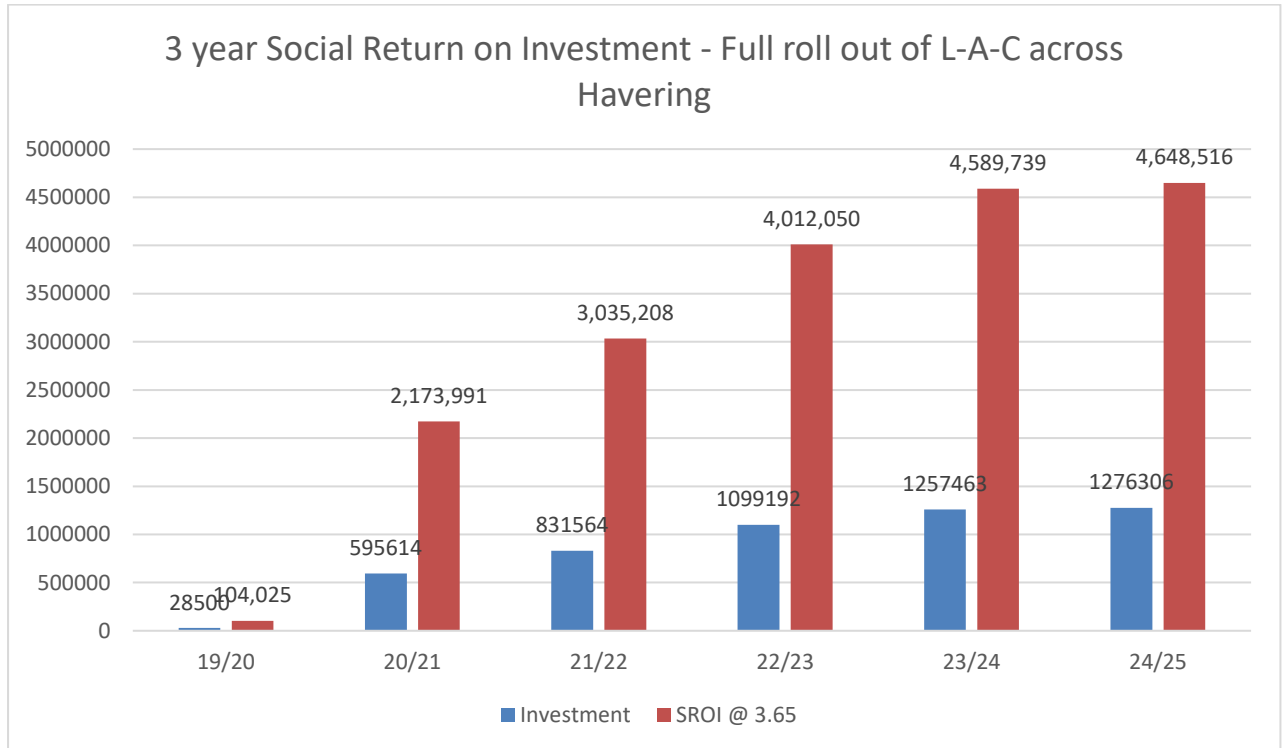
Havering Social Return on Investment

Rolling out Local Area Coordination in Havering has been modelled to show the amount of investment required and the potential Social Return on Investment.   This is further illustrated in the chart overleaf.

Year	Investment	SROI @ 3.65
19/20	28,500	104,025
20/21	595,614	2,173,991
21/22	831,564	3,035,208
22/23	1,099,192	4,012,050
23/24	1,257,463	4,589,739
24/25	1,276,306	4,648,516

3 year Social Return on Investment - Full roll out of L-A-C across Havering

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Funding has so far been secured from:

- Adults Social Care
- Public Health
- BHR CCG

Other partners are exploring investment opportunities.

Governance

A Leadership Group has been established to oversee the development of Local Area Coordination in Havering. Membership of this group is composed of key figures from each of the services / organisations which are bought into implementing the approach in Havering. The group has representation from:

- Adult Social Care
- Children's Social Care
- Commissioning
- Public Health
- Housing
- Culture / Libraries
- Community Development
- Community Safety

![Havering London Borough logo]

- Clinical Commissioning Group
- GP Confederation
- North East London NHS Trust
- Metropolitan Police
- Department of Work and Pensions

This Leadership Group meets monthly and is accountable for the success of Local Area Coordination, making decisions on the implementation, and ensuring resources are available to deliver the project effectively.

Co-production

We are working with the community to develop and deliver this approach, and residents themselves will decide what Local Area Coordination will look like in their area. The recruitment of Local Area Coordinators will be citizen led. Community steering groups will be set up in each area in which Local Area Coordination is to be introduced.

Test and Learn Sites

To test the delivery of Local Area Coordination in Havering and to develop an understanding of the kinds of outcomes that can be achieved here, we are developing two test and learn sites in the borough. The intention is to roll out the approach in subsequent sites across the borough using learning from the test sites. The two test areas that have been identified are:

- Harold Hill
- Rainham / South Hornchurch

These areas have been identified for several reasons:

- Stakeholders have identified these areas as priorities due to need, and receptiveness to community based initiatives
- Community hubs are being developed in these areas; Local Area Coordinators will be key facilitators of Community Hubs, and will be introduced to local people and groups through these hubs
- These areas are among the first in which the council's regeneration programme will be delivered

Milestones

The recruitment of Local Area Coordinators for Harold Hill is due to start in December 2019, with the aim of having three Local Area Coordinators in post by March 2020. The recruitment for Rainham / South Hornchurch is due to start in February 2020 with the aim of having a subsequent three Local Area Coordinators in post by May 2020.

IMPLICATIONS AND RISKS

Doing things differently does cause uncertainty for many stakeholders and therefore there is need for systematic and well planned approaches that involve and communicate effectively with relevant groups.

Capacity is an issue across services and the ability to engage in doing things differently can be impacted. If we do not resource appropriately and fully engage in the project the benefits will not be realised.

Leadership and design are key aspects of successful models and if we do not secure both effectively, this will significantly impact the likely success of the model

BACKGROUND PAPERS

Attached presentation