

COMMUNITY SOLUTIONS

Building Community Capacity
and Carer Support

Community Solutions Briefing Paper



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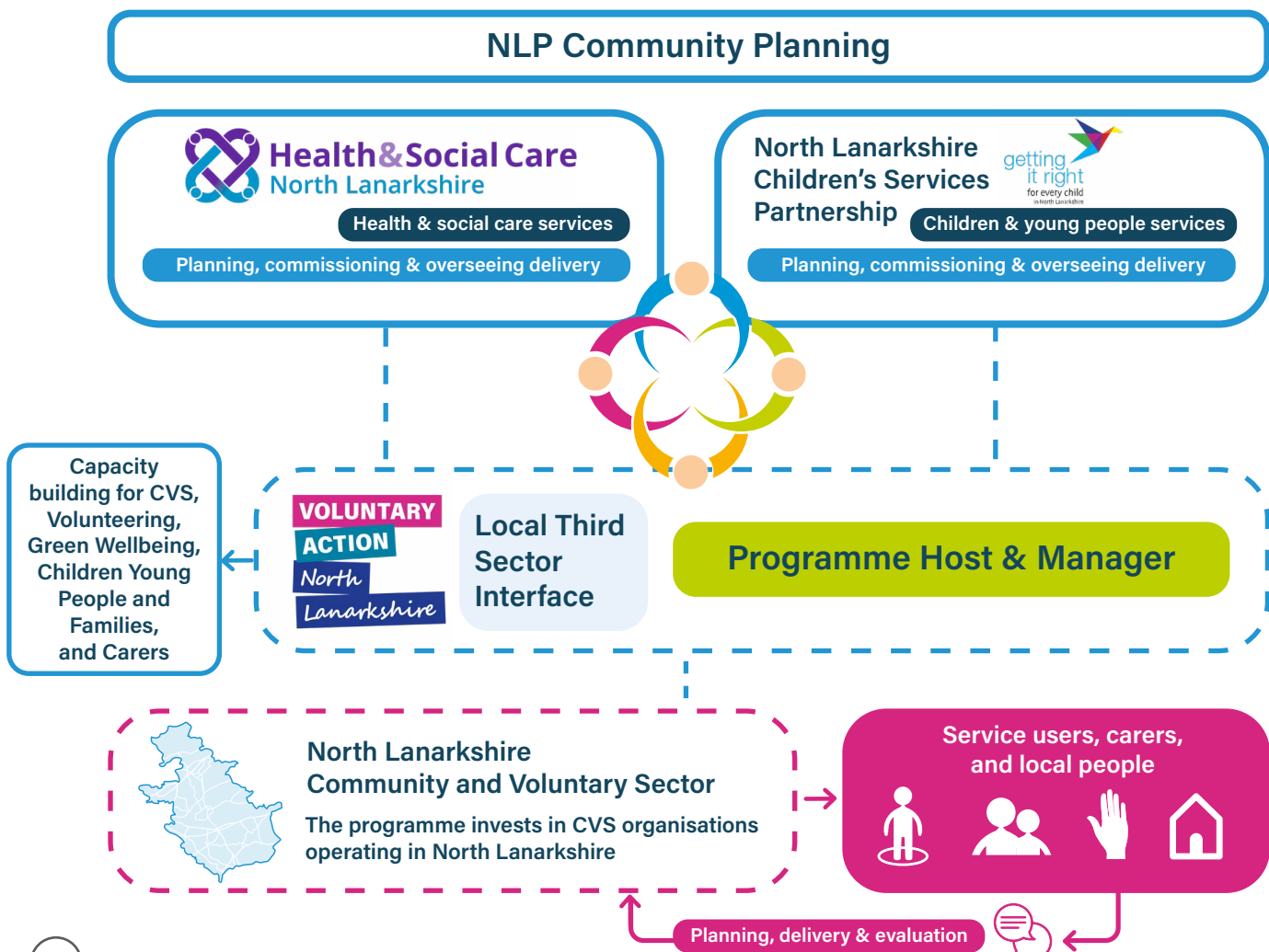
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1. Introducing Community Solutions

Community Solutions is a successful, cross-sector health and social care investment and improvement programme for North Lanarkshire, established in 2012, which is improving people's health, wellbeing, quality of life and equality by investing in community-led initiatives which build community, family and individual strengths and resources - with a focus on prevention and early intervention.


The programme is an innovative, effective and respected partnership and collaborative initiative between a statutory and community and voluntary organisations and the public.

- **Health and Social Care Partnership North Lanarkshire (HSCNL)** which is responsible for planning, commissioning and overseeing the delivery of community health and social care services across North Lanarkshire. HSCNL provides core and project funding for the Community Solutions Programme, as well as governance and delivery support for the programme.
- The **North Lanarkshire Children's Services Partnership**, which is responsible for planning, commissioning and overseeing children and young people services across North Lanarkshire. North Lanarkshire Council provides funding on behalf of The Children's Services Partnership, for the Community and Voluntary sector to support children and young people's mental health and wellbeing, which is managed through the Community Solutions Programme.
- **Voluntary Action North Lanarkshire (VANL)**, the local Third Sector Interface (TSI), which hosts and manages the programme on behalf of HSCNL and the Children's Services Partnership.
- The diverse, large and vibrant Community and Voluntary Sector (CVS) operating in North Lanarkshire, which receives funding through the programme and other sources to provide information, support and care to individuals, families and groups and work with local people to strengthen community capacity, resources and resilience.
- Local people who support programme planning, delivery and evaluation as service users, carers, volunteers and residents.




Vision and Mission


The Community Solutions **vision** is for a North Lanarkshire where:



the community and voluntary sector have greater capacity to strengthen communities, improve lives and advance equality and human rights




priority groups are helped to “live their best life” with access to person-centred, timely, effective community-based preventative and early intervention support, provided by community and voluntary organisations, complemented by timely access to public sector services



communities are stronger, more resilient and inclusive, with improved health, wellbeing and quality of life, with reduced inequality and protection of human rights



The Community Solutions **mission**:



to provide strategic investment and support to the CVS, so the sector is able to work with local people and public sector colleagues to achieve its vision.

2. Community Solutions Approach

Community Solutions values and approach underpin our mission and provide the foundation upon which the Programme is built.

Hollistic and Integrated Approach

The Community Solutions Programme takes a **holistic and integrated approach** to health, wellbeing, quality of life and equality encompassing:

- Mental and physical health and wellbeing and their connection.
- The social, economic, and environmental influences on health, wellbeing, and equality and the actions needed to tackle these.



Strategic Investment Approach

Community Solutions takes a strategic investment approach which prioritises the following in line with HSCNL's ambitions.

- Investment in health improvement, prevention, and early intervention activities, which reduce inequalities and protect human rights
- Investment in crisis and ongoing support, with a focus on recovery and re-enablement, self-directed support, and self-management.
- Cost-effective, community-based support and services provided by CVS organisations
- Capacity building within the CVS and wider community by supporting key CVS 'anchor' organisations and volunteering to build the community infrastructure and capacity to support provision of good community-based support over time.



Values

Community Solutions also takes a **value-based approach**.

Person-centred and empowering

Placing the person at the centre of the service, helping them to live their best life and supporting their human rights by:



Collaborative working and co-production

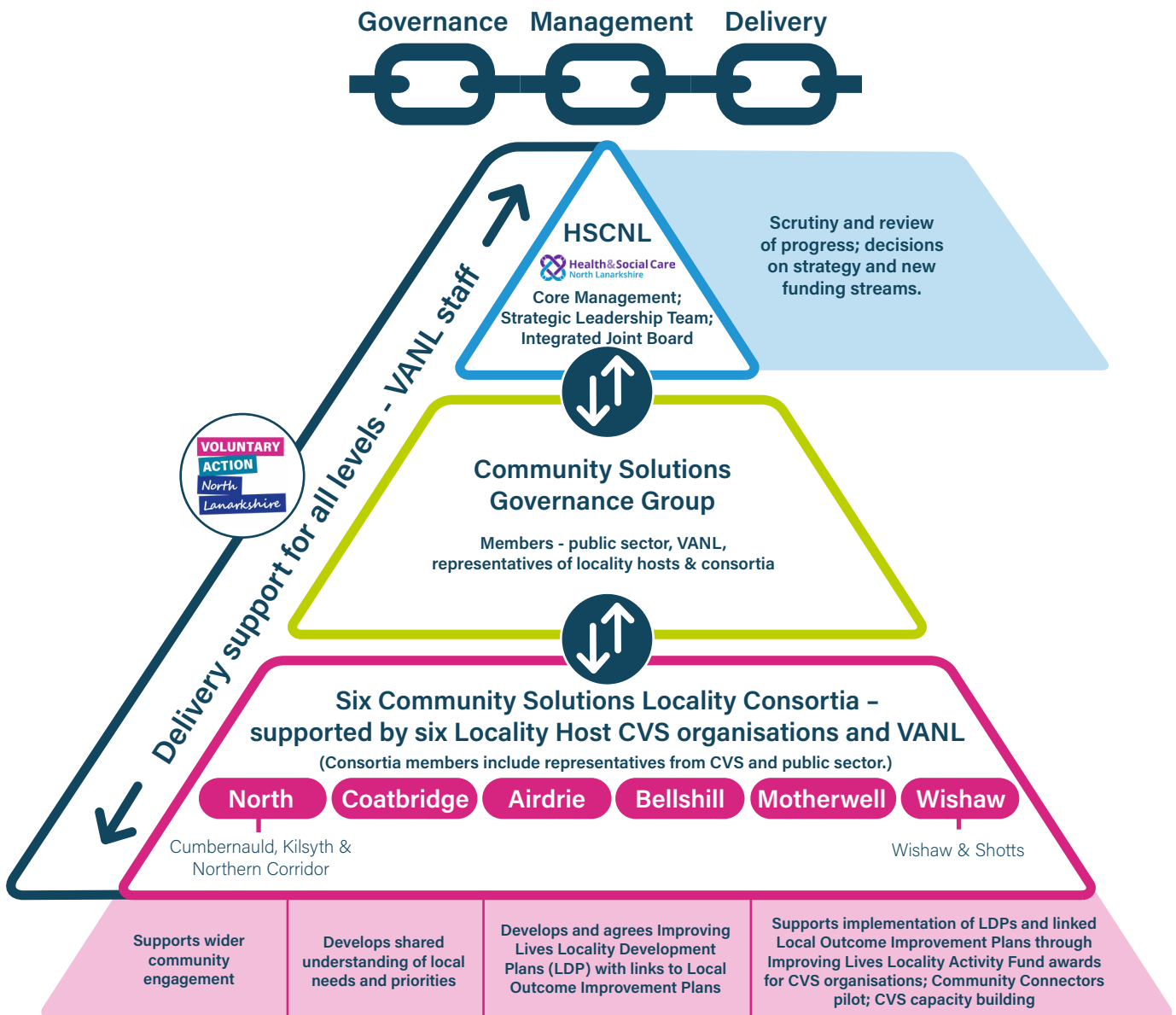
To achieve goals and improvements where we develop equal relationships between people who use services and people who provide services – with support provided ‘with people’ rather than ‘to them!’ This means involving local people - including those receiving support - and service providers in the CVS and statutory sectors to facilitate a positive and participatory cycle of planning, delivery, evaluation, learning and continuous improvement.

This approach is informed by the **Ladder of Participation** and **National Community Engagement Standards**.

3. Community Solutions Governance and Management

Community Solutions is governed through a “triple-lock” approach and supported and managed at both locality and North Lanarkshire wide levels.

- Six local CVS organisations receive funding to act as “locality hosts” for the Community Solutions Programme in their area and convene locality Community Solutions consortia meetings involving CVS funded organisations; HSCNL locality and VANL staff. These consortia review local needs and priorities ; agree a Locality Development Plan and manage a Local Activity Fund for their area.
- The six locality host organisations also meet regularly with key VANL staff to share information and discuss key issues to inform locality and NL-wide developments.
- VANL convenes and supports a Community Solutions Governance Subgroup, which meets at least quarterly with representatives from HSCNL, VANL and the CVS to support strategic planning, review, improvements and reporting.
- HSCNL senior management and its Integrated Joint Board agree the programme’s strategy and funding and review progress reports.



VANL is funded by HSCNL on a recurrent annual basis, to host, manage and support the programme, including:

- planning and development
- communications
- management of funding awards
- performance management, evaluation, learning and improvement

In addition, VANL is commissioned by HSCNL to provide capacity building support on key issues, including:

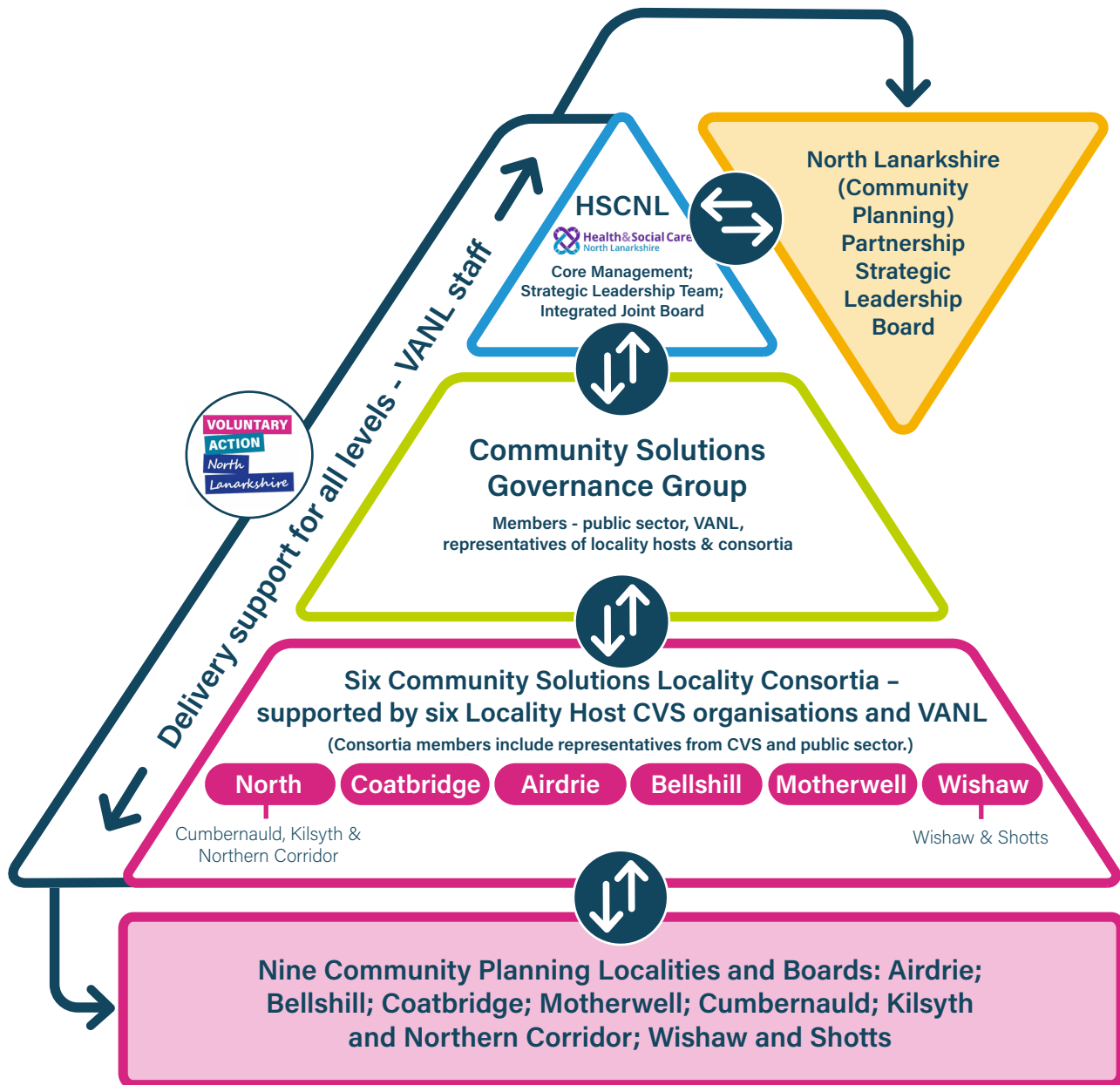
- CVS effectiveness and sustainability
- CVS support for Children, Young People and Families
- Volunteering

VANL staff also support the delivery of the Community Solutions “Improving Lives Initiative” (ILI) pilot with Locality Hosts, North Lanarkshire Disability Forum and public sector partners. The ILI pilot includes deployment of ten Community Connectors across North Lanarkshire from autumn 2023 for two years, who will provide a first point of contact and support for local people using the **“three conversations”** approach to help them access community-based support provided by the CVS (“social prescribing”) and improve access to formal services if needed. ILI includes support for people affected by cancer in partnership with **MacMillan Cancer Support** – as part of an “Improving Cancer Journey” approach.

VANL staff also support links between the Community Solutions Programme, health and social care, children’s services and community planning, which is supported by VANL’s core funding from the Scottish Government (SG) and North Lanarkshire Council (NLC)

VANL’s support for the Community Solutions programme is reviewed through the programme’s “triple-lock” governance arrangements with improvements supported by feedback from funded projects and other stakeholders.

4. Community Solutions and Community Planning Links

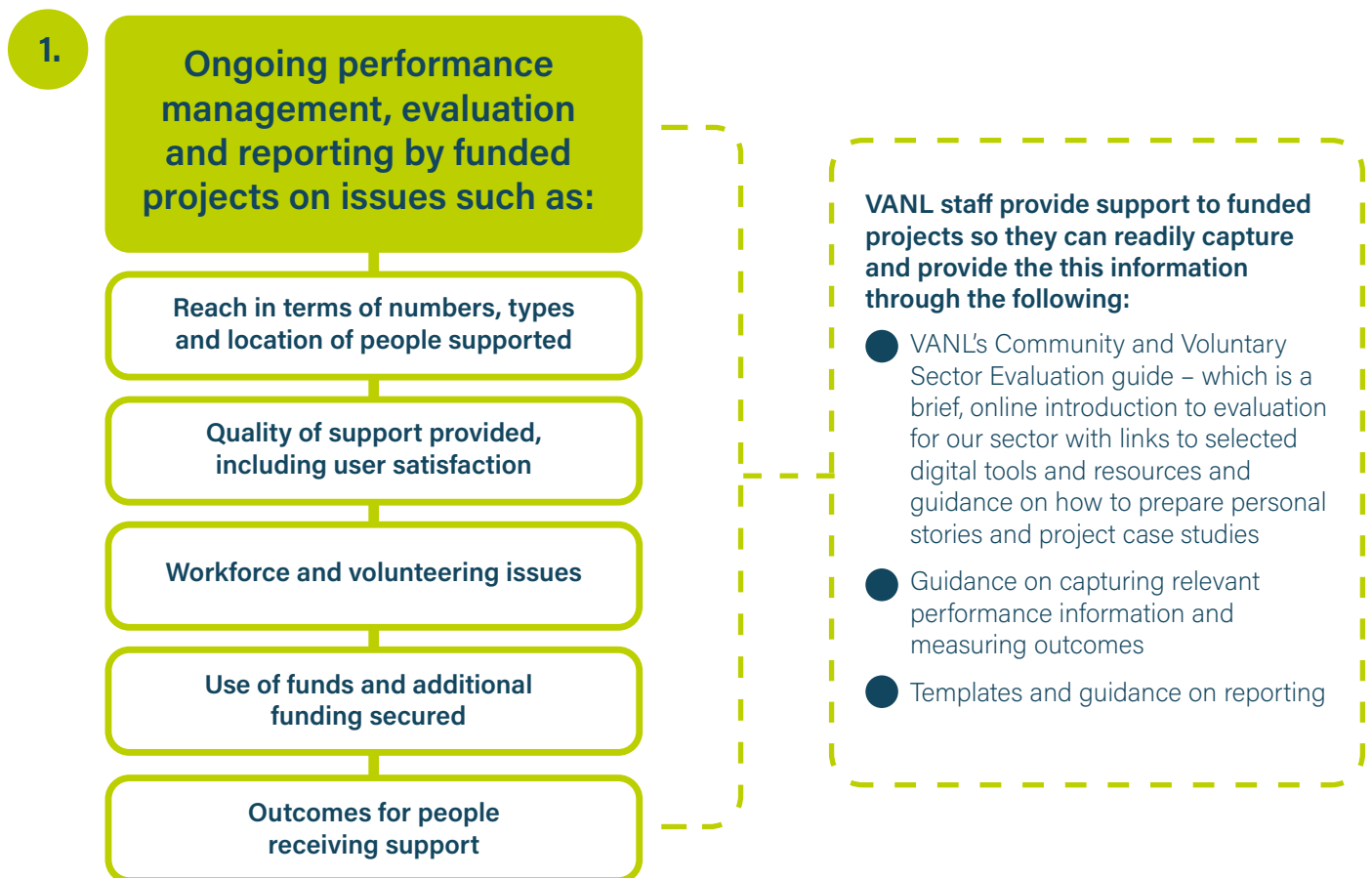


5. Performance Management, Evaluation, Learning and Improvement Framework Overview

The new Community Solutions (CS) Performance Management, Evaluation, Learning and Improvement (PMELI) Framework was launched in April 2023.

The original CS evaluation Framework was developed around ten years ago, which was then reviewed in 2020, with a few changes. A further major review of the Framework was undertaken during 2022, facilitated by Voluntary Action North Lanarkshire (VANL) to support delivery of the new Community Solutions Strategy and Investment Plan 2022-225.

The new Framework, which was approved by the CS Governance Group in November 2022, supports the following:



2.

Performance management and reporting for the programme as a whole, including:

Number of custodian funds being managed through the CS Programme

Number of funding awards made for each fund and overall

Total funding awarded for each fund and overall

Numbers, type and location of people supported for each fund and overall

Overview of outcomes achieved across all funded projects in each fund and overall

Satisfaction with support provided to funded projects

3.

Ongoing learning and improvement is also actively supported for each funded project, each fund, the programme overall and wider health and social care system supported by:

Regular improvement and learning events

Project case studies

Individual stories

Impact and Learning Reports