Enterprising People, Co-producing Local Solutions

Lorna Reid, Micro Services Coordinator
Community Catalysts
Putting People in control of their own services-context in England and Scotland

- Government commitment to extending personal care and personal health budgets

- People buy support and services that help them to live their lives

- Giving people control of the money is only half the answer

- People need real choice of a wide range of great local services and supports – and not just social care and health services
What is Community Catalysts?

- A Community Interest Company established by and working in close partnership with the charity Shared Lives Plus.

- Aims to make sure that people wherever they live have real choice of great local social care and health services.

- Works to harness the talents of people and communities to provide high quality small scale and local support services.
Micro providers

- Are local people providing support and services to other local people
- Work on a very small scale (5 or fewer workers – paid or unpaid)
- Are independent of any larger organisation
What do micro providers offer people who need support and services?

- Personal and tailored
- Co-produced
- Flexible and responsive to change
- Choice of services that help people to live their lives and meet health and support needs
- Help people to link to their community and build social capital
- Help people to make their money go further
- Local people helping other local people
What do micro providers offer commissioners?

- Choice of tailored high quality local support and services for publicly funded and self funded people - positive impact on well being and outcomes

- Cost benefits– help to develop social capital; services on a continuum from fully/semi voluntary (30-40%) to fully commercial.

- Bring tangible assets for community benefit

- Introduce competition into a market often dominated by a few larger providers
What do micro providers offer local authorities

- Route into work for local people - encourage self employment and create local jobs – direct and trickle down impact on local economy

- An option for public sector employees (eg: exercising the new ‘Right to Provide’)

- Help to meet responsibility to diversify the supply of public services
Why do micro enterprises offering social care and health services need extra support?

- The way in which services are supported, regulated and commissioned has forced many good micro services to close
- It is unattractive or impossible for new and emerging providers to enter the market
- Without support many existing providers will cease trading and people with great ideas will never set up their service
- Existing third sector, business and other infrastructure organisations rarely work together, understand the market, have the specialised knowledge or the remit to provide the necessary tailored support
90% of unsupported micro enterprises fail in the first year. 

*Business, Start Ups and Economic Churn: A literature review: NIESR: 2009*

About half of the micro enterprises surveyed operate sub legally


For every 100 people with a good idea only one makes it

*UnLtd July 2010*
Community Catalysts and micro enterprise

We have developed an agency support model to

- Find
- Engage
- Support
- Connect

Local people running a micro enterprise or those with a great idea

Have worked with approx 20 councils and communities to help them support micro enterprise in their area
Local Support Agency in Dudley

• Enterprise support agency commissioned by Dudley MBC

• Re-modernising Dudley Social Care provision which included
  ➢ Re-design of learning disability day provision
  ➢ Changes in provision for Home Care
  ➢ Changes in local community regeneration support

• Identified need to have less traditional services and more need to diversify and shape the market to enable more REAL choice for people to achieve REAL outcomes
Case Study
Co-producing local solutions
Project launched 2009 and Carers café opened in July 2010 with a vision of creating a holistic focal point for carers in Dudley.

- Run by volunteers - primarily people with a learning disability, older people and the unemployed, through the Ready4Life project.
- Hosts Carers Surgeries, coffee mornings, Councillors surgeries, drop in sessions and an IT information hub.
- Now have approximately 100 customers per week.
- Many carers are also users of services and many are elderly. They often feel that their voices are unheard.
- The cafe offers support, an informal social network, and empowers volunteers to become less socially isolated and gain valuable work experience.
Funding and support

- Funding for training from Dudley PCT, such as the ‘Looking After Me’ course
- Parent Participation – DfE funding
- Carers Grant through Dudley MBC
- Renting meeting room adjacent to café
- Income generated from Café and outside catering
Achievements

- Establishment of Carers Café
- 43 Volunteers working with project (15 in the café)
- Helped 6 people from being unemployed and in some cases unemployable to finding full-time work in under 8 months
- Carers have been given help from filling out forms, information or advice, to advocacy, support and befriending
- Established Links with various agencies
Future Aims and Plans and long term sustainability

- To be able to offer more training courses in the future
- Establishing stronger links and working more closely with local support groups and agencies
- To set up Dementia Cafes in the local area
- Relocate café to more suitable premises
- Establish a working office environment for other social care providers
Contacts

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