

Enterprising People, Co-producing Local Solutions

Lorna Reid, Micro Services Coordinator
Community Catalysts

community**catalysts**
unlocking potential **effecting change**

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

Why do micro services need support- cont'd

- 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

MacGillivray, A., Conaty, P., and Wadhams, C. (2001) *Low flying heroes: micro-social enterprise below the radar screen*, London: New Economics Foundation.

- 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



Insight for Carers

ENTERPRISING PEOPLE
REAL CHOICES

communitycatalysts
unlocking potential **effecting change**

www.communitycatalysts.co.uk

- 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 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

- 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

Lorna Reid - Community Catalysts

Tel: 01384 811744

07584 211756

Email: lorna.reid@dudley.gov.uk
lorna.reid@communitycatalysts.co.uk

Marc Carter, INSIGHT for Carers

Tel: 07597 575277

Email: marc@insightforcarers.org