

People and Communities Overview and Scrutiny Committee

Dorset County Council



Date of Meeting	11 October 2016
Officer	Director for Adult and Community Services
Subject of Report	Working with Dorset's communities, Social Capital and Community Development
Executive Summary	<p>This report responds to the request for an overview of the County Council Council's work in this area to enable the Committee to consider which areas it wishes to give scrutiny to.</p> <p>Social isolation is used as an example to enable discussion and to illustrate the scale of the issues.</p> <p>The County Council's vision is working together for a strong and successful Dorset. Working with the communities, the voluntary, community and social enterprise sector and town and parish councils is increasingly important for the County Council.</p> <p>The Committee is seeking to;</p> <ul style="list-style-type: none">(i) arrive at an informed view of the topic;(ii) through questioning, ascertain what role and contribution each organisation/partner has in reducing the occurrence and impacts from social isolation;(iii) determine whether they feel that the organisations (particularly the County Council) is delivering;(iv) understand what challenges the County Council faces(v) understand what we need to measure to know whether we are making a difference? (e.g., performance measures). <p>This will also enable consideration of possible changes that could be made to improve the outcomes for our residents.</p>

<p>Impact Assessment:</p>	<p>Equalities Impact Assessment:</p> <p>No impact assessment has been undertaken at this initial stage but this will be undertaken as appropriate in due course.</p> <p>The Committee is invited to use this report and the discussion in the committee meeting to identify the area(s) that it feels is of most importance and how further saving can best be achieved. One way is for a task and finish group to undertake further work with a clear brief, work programme and membership to report back to a future meeting.</p> <hr/> <p>Use of Evidence:</p> <p>Available information has been used to map areas of social isolation on maps of Dorset and is included in the appendices.</p> <hr/> <p>Budget:</p> <p>While there are no specific budget implications the size of this subject area and the range of other organisations and individuals on community group time involved means that budget and resources used are significant.</p> <hr/> <p>Risk Assessment:</p> <p>Current Risk: LOW Residual Risk LOW</p> <hr/> <p>Other Implications:</p> <p>Voluntary and community organisations are fundamental in this area.</p>
<p>Recommendation</p>	<p>It is recommended that the Committee:</p> <ul style="list-style-type: none"> (i) decides which areas it would like to examine in further detail, (ii) considers how it would like to take this work forward which may be through a task and finish group and indicates any key matters to assist effective working criteria of a work plan.
<p>Reason for Recommendation</p>	<p>To enable the Committee to consider priorities for its work programme to achieve overview and scrutiny of the work of the County Council in relation to working with Dorset's communities and organisations and the issue of isolation.</p> <p>This is important in view of the County Council's vision of working together for a strong and successful Dorset.</p>
<p>Appendices</p>	<p>Appendix 1: What is co-production? How does it fit with social capital and what principles underpin its effectiveness?</p> <p>Appendix 2: Maps providing an overview of isolation in Dorset</p>

Working with Dorset's communities, Social Capital and Community Development

Background Papers	Corporate Plan 2016 / 17
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1. Background

- 1.1. As part of the work of the People and Communities Overview and Scrutiny Committee, a request has been made for an overview of our approach to a number of related areas:
 - a) Community capacity building or community development
 - b) Co-production of services
 - c) Social value
 - d) Social capital.
- 1.2. The purpose of this was to enable members of the Committee to indicate what areas they wished to explore further.
- 1.3. In addition, a request was made to explore how the use of digital technology can enable and facilitate these approaches to working with our residents, with a particular emphasis on social isolation.
- 1.4. It is worthwhile agreeing a working definition of both Co-production and Community Capacity Building and the following descriptions are proposed as a basis for this exploration.
 - a) **Co-production** means delivering public services in an equal and reciprocal relationship between professionals, people using services, their families and their neighbours. Where activities are co-produced in this way, both services and neighbourhoods become far more effective agents of change.
 - b) To achieve this, the council will need to create a different narrative whereby the role of public services is not principally about 'delivery' but about building stronger communities.
 - c) **Community Capacity Building** is created through activities, resources and support that strengthen the skills, abilities and confidence of people and community groups to take effective action and leading roles in the development of communities. Where this happens effectively, communities are more connected and resilient and need our services less. This view also positions people as not being passive recipients of services, but having an active role to play in creating better outcomes for themselves and others. The hidden wealth of communities can help us transform what it is we can deliver and how.
 - d) **Social Value** is a way of thinking about and measuring a broader concept of value that market price, considering economic, social or environmental impact or benefit. Some benefits can be measured in monetary terms but others may not be measurable in monetary terms, for example, an increase in confidence. Such softer outcomes still have value.
 - e) **Social Capital** concerns the links, shared values and understandings that enable individuals and groups to trust each other and so live and work together effectively.
- 1.5. Appendix 1 looks in more detail at co-production, how it fits with social capital and what principles underpin its effectiveness. It is important to highlight the interplay between involvement in service planning and involvement in service delivery and how this results in very different ways of working.

1.6. Appendix 2 includes maps to illustrate the issue of isolation in terms of:

- Loneliness by Census Output Area
- West Dorset map of isolation
- Mental health insight.

1.7. The selection of 'Social Isolation' as a topic, with its links to all the other areas was suggested to try to demonstrate both the integrated nature and complexity of the issue. This will allow the Committee to look at a key issue for the County Council, as expressed in the Corporate Plan, and what we and others can do to reduce its impacts/effects. It is important to highlight that the voluntary and community and social enterprise sector, town and parish councils, volunteering and individuals being good neighbours and engaging in the life of their local community are all part of the picture which need to be noted.

2. Thinking in the context of Social Isolation

2.1. Social isolation is the lack of social interaction, contact, or communication with other people. Those who are socially isolated have an absence of relationships with family and friends, or other forms of social networks. Social isolation may be expressed through physical separation with others, social barriers, or psychological mechanisms.

2.2. However, there are factors that are protective and these need to be considered as part of our approaches to the above. These environmental, social and psychological factors include:

- a) Good interpersonal relationships (supportive relationship with at least one person, perceived social support)
- b) Community tolerance of difference and diversity
- c) Family cohesion (positive parent-child relations)
- d) Social connectedness and social capital
- e) Academic/sporting connections
- f) Belonging
- g) Effective coping skills repertoire (social skills, problem-solving skills).

Protective factors that may reduce the risk of social isolation in older people include:

- a) High income and education levels
- b) Good health
- c) Having a meaningful and diverse social network
- d) Strong social networks with friends and confidants
- e) The number of close relationships with children
- f) Long-term residence in a community
- g) Having a spouse or partner.

2.3. In terms of the Corporate Plan the following extract relates to the topic of isolation.

Outcome: People in Dorset are INDEPENDENT

Priority(s): People are part of inclusive communities

People remain happily independent and stay in their own homes

Population Indicator(s) e.g.

The rate of volunteering in Dorset

Rates of coverage of superfast broadband and 4G mobile network.

3. Role of Digital Technology

- 3.1. Technology has long had the power to help us perform tasks such as calculating our payroll, writing this report or creating architectural plans. What has changed over the last decade or so is how we are now connected through almost universal access to the Internet or mobile connections and the explosion in the affordability and power of handheld computing devices like tablets and smartphones (two thirds of Britons use smartphones to access the Internet – Ofcom 2015).
- 3.2. This connectivity has given rise to the development of software applications which connect people, like simple text messaging software applications (apps) or sophisticated social software like Facebook, which connects families and friends across the world.
- 3.3. This concept of connecting people can be, and is being, used to support the themes in this report such as helping to reduce isolation through access to video messaging such as Skype to keep families in touch, apps that help informal carers organise their support by enabling the sharing of notes, calendars and medication records, apps that allow young people to communicate with their social worker when they need to, web sites that help communities organise themselves and online resources that can help people connect with others with who they share interests, a condition or a concern.
- 3.4. The potential to use the technology that is here today to improve outcomes for people and communities is incredible.
- 3.5. There are challenges, of course. Despite efforts such as our Superfast project to increase the availability of fast broadband and the development of mobile coverage, there remain connectivity 'black spots' and not everyone is comfortable using technology, combined these can mean 'digital isolation or exclusion'. Whilst around 75% of UK adults are using the Internet confidently, we know that 11% have never used it (who are also some of the highest users of our services) and 23% of Dorset residents can't, or won't, get online.
- 3.6. We also need to do more to develop the awareness of this digital potential amongst professionals and our communities – it's the people closest to the need, not the technologists, who will have the ideas. We can then help support the development of these ideas.
- 3.7. We are currently drafting a new digital technology strategy for the council and a strong theme will be how we develop this digital awareness.

4. Examples/work in progress

- 4.1. There is a good deal of activity and work already in progress within the County Council. The following are selected as examples.

Corporate Plan

- 4.2. The corporate plan sets out the key outcomes that the County Council is seeking to achieve by working with other organisations and local communities. Work is underway on talking about the four outcomes in Blandford and in Beaminster as part of the work on the community offer for living and learning. Isolation is emerging as one area of shared concern in this work. Paragraph 2.3 above shows the wording in the corporate plan.

Digital Technology

- 4.3 IntegrAAL - a European funded research project in Bridport and the surrounding areas, looking at how technology can be used to improve how we help older people in the community to stay well and independent. To do this we are using an 'app' to connect people and organisations involved in the delivery of care, enabling people in communities to support an individual whilst being protected from taking on responsibility for that person. An example would be a local newsagent who sees the person each day as they buy a newspaper, who can quickly and easily record on an app that they didn't turn up one day in case there is an issue. Other parts of the care network - care agencies or family - are then alerted so that a more proactive approach can be taken. Service users and carers are involved in shaping the solution and the project has a further 9 months before publishing findings.
- 4.4 Community Channel - a recently completed project, funded by InnovateUK, explored how to tackle social isolation among older people by getting them online as a group, using tablet computers and a simple version of Facebook to stay connected. The project was rich in learning for us: there is an appetite to connect online to chat, provided people know they are using a trusted solution and that they know everyone in the group. This has potential to create peer support groups for isolated people such as carers who cannot get along to groups. It also offers the prospect of a new way of our engaging with community groups, giving them access to our expertise, and that of other agencies and the third sector, in a more immediate and personal way. A project legacy has been to get participants online for the first time, which has transformed their wellbeing as they are now able to connect to family and friends, shop online and pursue interests.
- 4.5 Mind of My Own (MOMO) – an app running on tablets and smartphones that is aimed at 8-21 year olds, making it easier for them to communicate with their social worker. Sometimes young people find it hard to express their views clearly face to face and a social worker can't always be there when the young person wishes or needs to say something. We're one of 37 councils involved in the development of the software.
- 4.6 Digital isolation and inclusion - a pilot digital inclusion project, part of the Superfast work, has recruited, trained and supported around 90 volunteer digital champions who have been helping residents who lack digital skills to get online for the first time. People's lives have been improved by being able to connect to friends, family, support networks and information as well as job and training opportunities. We have also made WiFi available to residents in residential homes and are working with NHS colleagues to see how we may do more to make WiFi available in our shared locations.

Transport Toolkit

- 4.7 Community transport offers practical solutions to communities' needs. It can be flexible in terms of timings and destinations and may also be used to link up with public bus routes and trains. Many areas in Dorset already have popular community transport schemes, ranging from volunteer car schemes and dial-a-ride services, to car-sharing services and car clubs. The Dorset Community Transport Toolkit provides useful help and advice to local volunteers and community organisations to ensure that more travel options are available.
- 4.8 By working closely with communities, we are taking a fresh approach to shape a range of travel opportunities and offering a more flexible community transport network. The toolkit covers everything from gathering evidence and creating a business case, to meeting the legislation and finding funding, to marketing, publicising and launching a

new scheme and will help communities decide which option best suits their needs and understand how schemes can get started and be successful.

POPP and Community Development

- 4.9 We have eight years' experience of community capacity building through the Dorset Partnership for Older People Programme. The partners are the council, NHS Dorset Clinical Commissioning group, the Third Sector and older people. Its approach is 'to build supportive communities to enable older people to remain living in their own homes for as long as they wish' by developing responsive, appropriate, services and activities locally. Originally for people aged over 50, it has been extended for all adults.
- 4.10 Two parts of the programme are contracted to a Third Sector organisation.
- Champions Programme – 19 paid staff working locally, challenging and changing how services are provided. They identify service delivery gaps, develop localised opportunities and build community capacity.
 - Wayfinder Programme – 66 paid staff working locally providing information, signposting and support relating to any service. For example, welfare benefits, social activities, exercise opportunities, transport, carers' issues and lunch clubs. Wayfinders work in GP practices, libraries, shopping centres, etc.
- 4.11 The Manager and six Community Development Workers support developing local capacity building. Three workers cover Dorset between them and three lead on themes:
- Access to Food and Nutrition
 - Volunteer Driver and Car Schemes
 - Loneliness and isolation.
- 4.12 The Community Initiatives Commissioning Fund – 'seed funds' initiatives identified by people and has funded over 600 initiatives, including lunch clubs, table tennis clubs, computer classes, dial a ride and carers support activities.
- 4.13 Annually there are some 63,000 requests for services, activity or information, 1000 people engaged in activities and 163 new volunteer places created.

Social Value

- 4.14 The Public Services (Social Value) Act 2012 places a duty on the County Council to consider how to improve the economic, social and environmental well-being of the area served by them through the process of procurement of goods and services. In June 2015 the Cabinet approved a policy statement and delegated delivery of the action plan to the Commissioning and Procurement Board. Work has been undertaken on this and which has concluded that the way forward is to:
- a) Focus on areas which will contribute to indicators and outcomes in the corporate plan
 - b) Provide guidance for staff as an integral part of a toolkit on commissioning services
 - c) Engage with representatives of the business and voluntary, community and social enterprise sector to promote the approach and listen to ideas and thoughts to maximise success.

5. Issues for consideration

5.1. Members may wish to use the following issues to start discussion:

- a) Local member role
- b) Way of working
- c) The contribution of the voluntary, community and social enterprise sector
- d) Working with other councils
- e) Working with other public services
- f) Working with local communities
- g) How this links with other work currently under way, including work in relation to local government reorganisation.

5.2. The Key Lines of Enquiry (KLOE) that the County Council is using in its corporate planning process and which may also be useful at this point are:

- a) If we do nothing where is the trend heading, is this OK?
- b) What's helping and hindering the trend?
- c) Are services making a difference?
- d) Are they providing Value for Money?
- e) What additional information / research do we need?
- f) Who are the key partners we need to be working with (including local residents)?
- g) What could work to turn the trend in the right direction?
- h) What is the Council's and Members role and specific contribution?

5.3. Following discussion with the Vice Chairman the Committee may wish to consider the following questions:

- a) How could digital technology be used to tackle isolation?
- b) How could the voluntary and community sector best be engaged in tackling isolation?
- c) How could community development to increase community capacity and social capacity be used to tackle isolation?
- d) What are the priority demographic groups or geographical areas?

6. Conclusion

6.1. This report illustrates how the County Council is working to translate its corporate plan into action. Consistent with the County Council's vision, increasingly working with others is the way that we will do this.

6.2. Hopefully at the end of the discussion the Committee will have a better understanding of how the POPP programme, linked with digital solutions and supported by a robust, resilient and effective community self-help network can make a real difference to people's lives.

6.3. A steer from Members is requested on the key areas of interest. One way of proceeding would be through a member task and finish group to undertake work to bring back to the next committee meeting in January 2016. Depending on the area(s) selected it may be appropriate for this task group to include members of the other two overview and scrutiny committees.

- 6.4. Having initially discussed and debated the topic – the Committee can then decide if it is assured, or whether it wishes to establish a dedicated forum to look more closely at the issues to seek to improve outcomes and report back to the Committee – hopefully leading to recommendations to Cabinet.

Helen Coombes

Director for Adult and Community Services

October 2016

What is co-production, how does it fit with social capital and what principles underpin its effectiveness?

Co-production means delivering public services in an equal and reciprocal relationship between professionals, people using services, their families and their neighbours. Where activities are co-produced in this way, both services and neighbourhoods become far more effective agents of change. This is illustrated in the table below:

Involvement in Service Planning					
		Professional only	Professionals and users and communities	No Professional Input	
Involvement	Service Delivery	Professional only	Traditional paternalistic or managerial orientated service delivery	Paternalistic or managerial orientated service delivery with user involvement in planning	Bespoke services commissioned by users and delivered by professionals
	Service Delivery	Professionals and users and communities	Community delivery of professionally designed services	Full co production	Technically aided but community planned services
	Service Delivery	No Professional Input	Voluntarism-state designs service but commissions others to deliver	Technically aided community delivered services	Self-organising or self-help models of service production
	Service Delivery				

The purpose of co-production is to ensure that there is meaningful engagement of children, young people and their families and other residents in the organisation of services that affect them. Co-production conveys that all people have assets and gifts that can be shared and used to improve for others and their communities.

Co- production is about involving and valuing the contribution and assets of all key actors – people who use services, their carers and families, people who deliver services, people who commission services and the wider community. It is about co-design, co-delivery and co-commissioning (and much more).

Co-production has the potential to create more resilient individuals, families and communities through improving social capital. Social capital is the factor that integrates the various influences on the success and life chances for people. These benefits start very early and in fact ‘child development is powerfully shaped by social capital...trust, networks and norm or reciprocity within a child’s family, school peer group and larger community have wide ranging effects on the child’s opportunities and, hence on behaviour and development’ and the impact of social capital continues throughout the life course.

Building resilience through social capital provides people with the resources to cope with adversity and not allow situations and circumstances to impede progress across a range of outcomes. These processes become an important part of how we find ways to reduce demand for more intensive support because individual, families and communities are more robust and strong.

The **principles** that make co-production effective are:

- a) Recognising people as assets: seeing people as equal partners in the design and delivery of services, not passive recipients or burdens on public services
- b) Building on peoples existing capabilities: rather than starting with people's needs, co-produced services start with peoples capabilities and look for opportunities to help them flourish
- c) Fostering mutual and reciprocal relationships: co-production is about mutual and reciprocal partnerships, where professionals and people who use services come together in an interdependent relationship recognising that all have a valuable role in producing effective services and improving outcomes
- d) Strengthening peer networks: engaging peer and personal networks alongside practitioners and professionals is the best way of transferring knowledge and supporting change
- e) Breaking down barriers: changing the distinction between professionals and recipients, and between producers and consumers of services, by reconfiguring the way services are developed and delivered
- f) Facilitating rather than delivering: enabling professionals to become facilitators and catalyst for change rather than the identified provider of services
- g) Co-production walks the line between user led and evidence informed practice and requires us to change the way we work

Heat map of isolation in Dorset

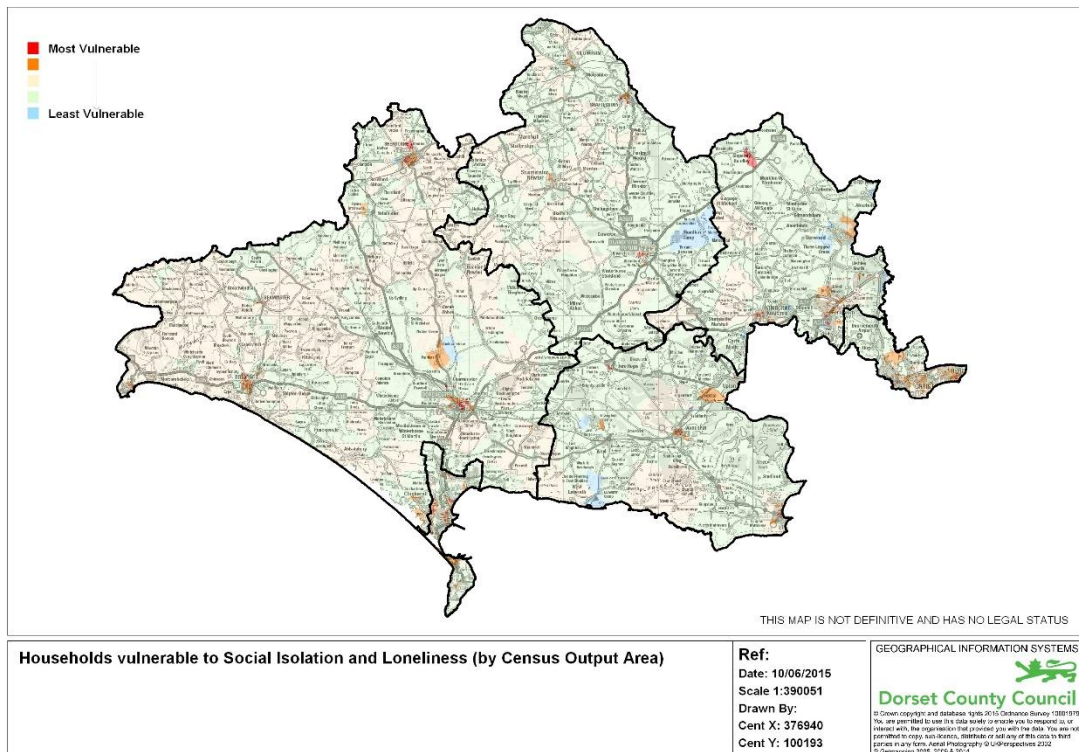


Figure 1 – Loneliness by Census Output Area (COA)

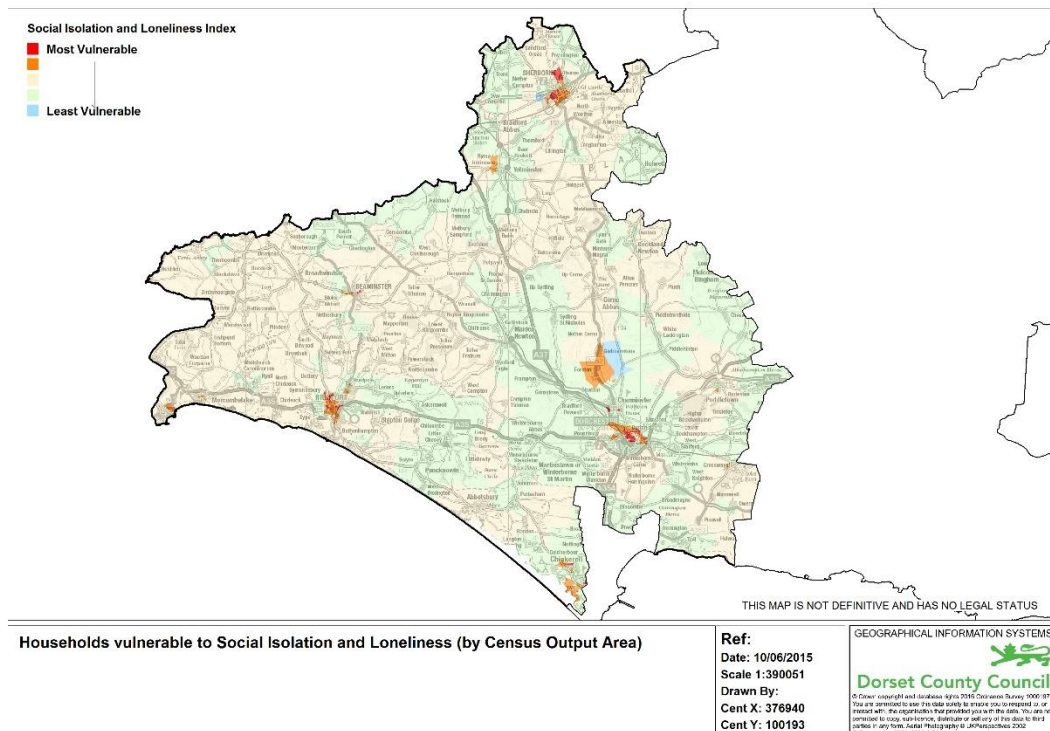


Figure 2 – West Dorset Map of social isolation and loneliness

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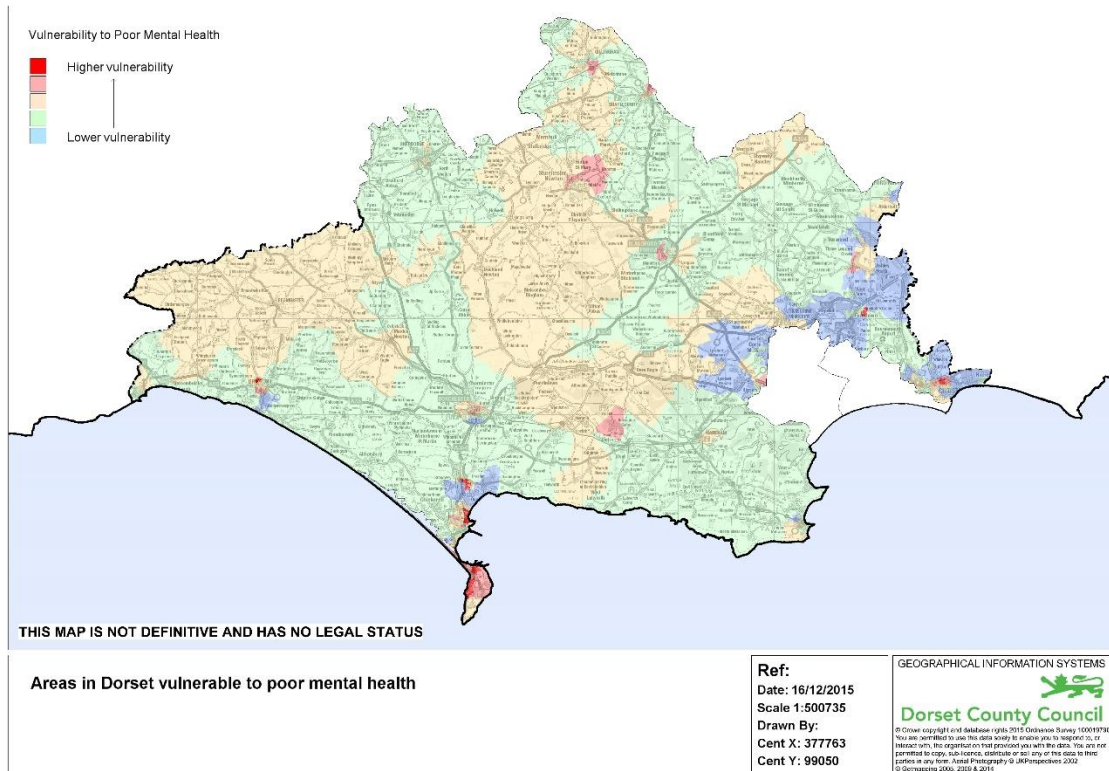


Figure 3 – Mental health insight