

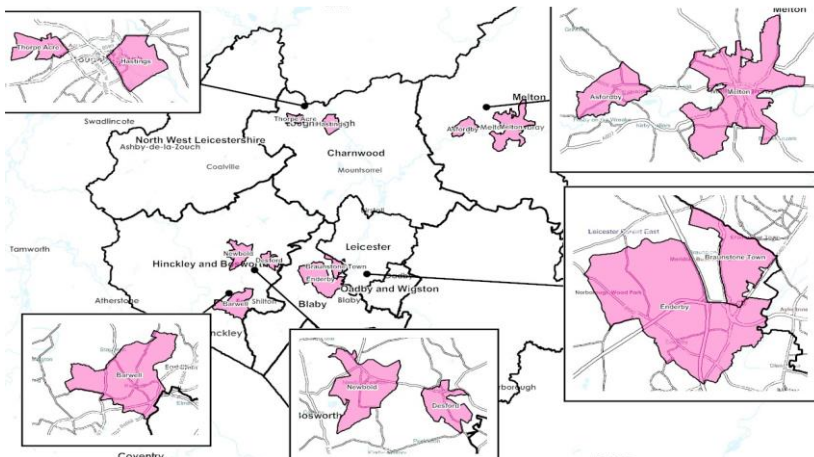
Evaluation Summary: Leicestershire Local Area Coordination (LAC)

Overview:

Initially delivered as a pilot in 10 very different local areas across 4 of the County's Districts (see map below), Leicestershire Local Area Coordination (LAC) is a complex community-based intervention, operationally delivered by 8 Coordinators with varied backgrounds and different working styles. Also referred to as an Asset Based Community Development (ABCD) programme, LAC's fundamental aims are to increase individual and community capacity while reducing demand for costly primary and acute services, as well as other public services, by working with beneficiaries who are vulnerable and often experiencing a range of multi-layer complex challenges. LAC is designed to have an impact on three levels: Individual, Community, and Health and Social Care Integration.

The evaluation of Leicestershire LAC began in September 2015 and finished at the end of September 2016. The purpose of the evaluation was to evaluate delivery, effectiveness and impact in order to inform future development and potential roll-out of LAC. The evaluation includes both process and outcome elements.

Map of Leicestershire LAC sites



LAC beneficiaries in their own words:

'I feel more confident in myself'

'I would pretty much say I wouldn't be here. That's how much it helped... I probably would have harmed myself'

'I would have been homeless and in a right mess'

'I would be a lot more isolated and certainly wouldn't have got the Personal Independence Payment'

LAC beneficiaries vary but have tended to be White British; predominantly female and; while they are a mixture of ages, there is a tendency towards older age groups aged 50+.

From its inception to September 2016:

- LAC Coordinators have worked with approximately 1,498 beneficiaries at Level 1 (signposting) and Level 2 (more intensive support). LAC has worked with a higher proportion of Level 1 than Level 2 beneficiaries, providing information, advice and guidance to people enabling local people and places to become the solution. LAC's are trusted individuals who are not representatives of formal agencies that can support with people focused solutions that are non-service, outcome focused, easy to access and sustainably low cost.
- There have been 510 referrals **to** LAC from a wide range of both voluntary and statutory organisations, and 395 referrals **from** LAC to a wide range of both voluntary and statutory organisations, plus self-referral and via friends and neighbours showing the complexity of LAC and the issues that beneficiaries need support with. First Contact Plus are a key referrer and a pathway

has been developed to enable this, Individuals who need a face to face visit but don't require a formal service.

- Approximately 520 Outcome STARs, along with 420 Action Plans, have been completed. Approximately 174 beneficiaries have been supported to access benefits and approximately 21 referrals from the Police to LAC have resulted in LAC contributing to a positive outcome
- It was identified that over a 12 month period, Local Area Co-ordination in addition to the benefits to individuals, communities and services had avoided 53 critical incidents to individuals who were high impact and high cost, this creating an avoidance cost of £4.7M

Evaluation Highlights

The evaluation concluded that:

Measurable outcomes have been achieved to a good extent for individuals and the main outcomes include:

- better quality of life;
- improved mental health and wellbeing;
- increased community contacts;
- reduced social isolation;
- earlier positive preventative action;
- avoiding reliance on LAC/building individual capacity;
- greater control over life;
- support with debt/finance issues;
- supported into training/ employment/ volunteering;
- greater control over health;
- maintaining independence at home for longer.
- LAC is effective in asking beneficiaries what their vision of 'a good life' looks like and builds a personal action plan;
- LAC helps beneficiaries 'navigate the system' and access support/services;
- Coordinators accompany beneficiaries to groups/events/appointments and this is a real enabler;
- Coordinators provide a range of practical and emotional support and

Measurable outcomes have been achieved to a moderate extent for HSC Integration with the main impacts being:

Measurable outcomes have been achieved to a lesser extent for Community-based impacts, which can take longer to achieve than individual impacts. However the 'glue' is in place whereby Coordinators have a good level of knowledge of local assets, and are able to 'match' these effectively to assist a beneficiary

- Support for beneficiaries in navigating services;
- Reduced pressure on other services; and
- Expected longer-term cost savings.
- LAC plays a key role in making effective referrals and linkages between local groups and networks

LAC has been successful in avoiding beneficiary over-reliance.

The most successful elements of LAC have been:

- The relationships between Coordinators, the beneficiaries and local partners – trust, flexibility and effective networking;
- Coordinator knowledge of local assets and ability to match this with beneficiary support needs;
- Coordinators being located within the communities they work;
- The lack of specific agenda for Coordinators making them less threatening;
- The personal skills and commitment of the Coordinator team.

LAC provides a SROI of £4.10 in accumulated benefit for every £1 spent

Case Study I

The Local Area Co-ordinator was introduced to Ms U by Alan from the Patient Participation Group. Ms U was a carer that attended the surgery and was passionate about supporting other carers and ensuring that there was a universal offer of support as she had found it really difficult to find the correct information quickly. On meeting the Co-ordinator she explained that, for her, this had a negative impact on her own mental health which made the stress of caring even greater. She wanted to make a difference but had no idea where to start or how to go about it.

With the support of Local Area Coordination, Ms U has been enabled to begin a new group that can allow local carers to have fun and offer peer support. She has played an integral part in the development of a new carers support pack and has now been linked with Next Generation and the Barwell Lions to offer financial support for the group into the future.

Case study II

The Local Area Co-ordinator was approached by two ladies J & S who are residents of Desford. They were keen to get a knit & stitch group up and running again. There had previously been a group which ran fortnightly in the library, but had come to a stop as no-one attended. With support from the Co-ordinator the two ladies re-established the group. They came up with a new name and poster to advertise the group. The sessions now run weekly. The two ladies reported that having co-ordinators in their own community makes a huge difference having as they can see/talk to regularly since they are on their doorstep. The Local Area Co-ordinator is a single constant and visible presence, which people can approach. In dealing with one person face to face, rather than a number of different people over the telephone, then a sound working & trusting relationship can be built.