

# Community Catalysts in the East of England



communitycatalysts®  
unlocking potential effecting change



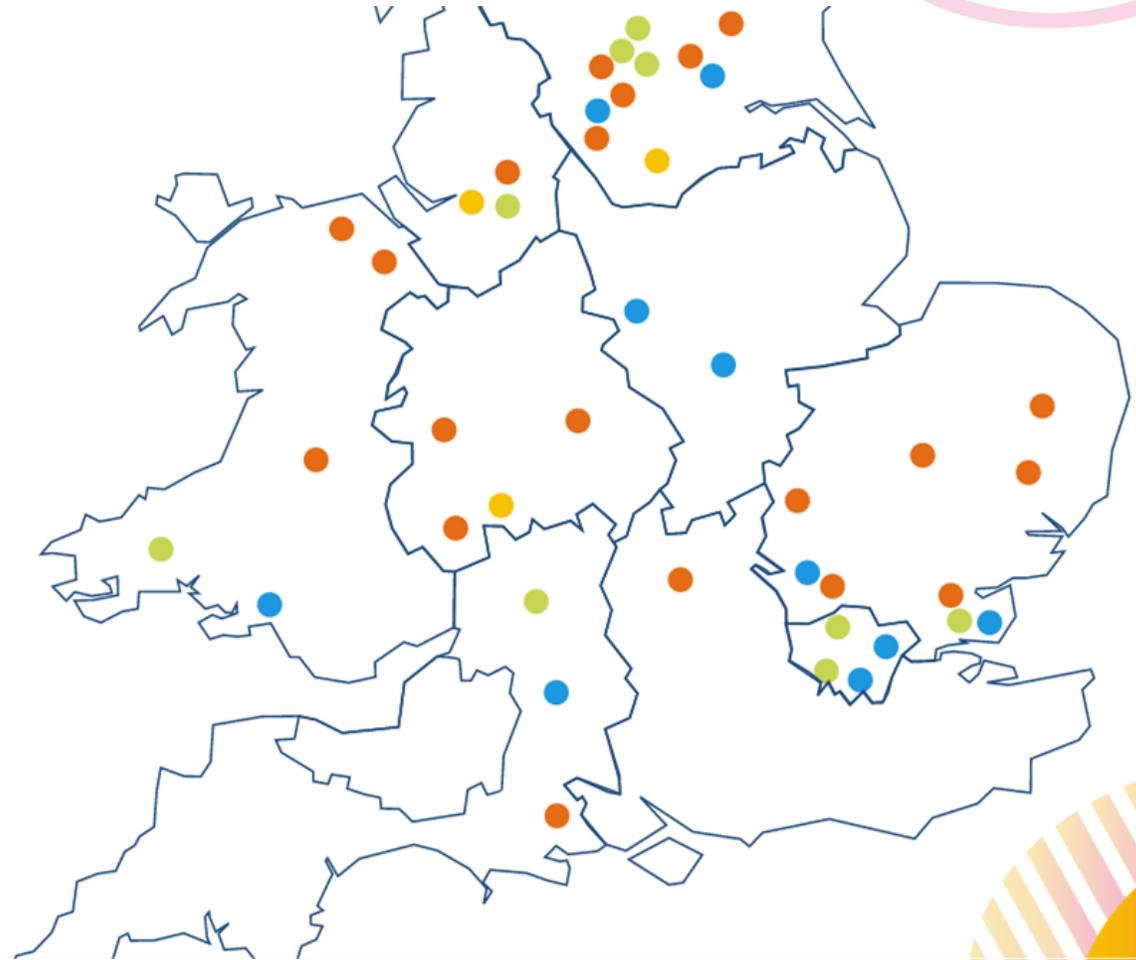
# Agenda

- Areas that we cover
- What is working well
- Positive outcomes during COVID
- Sharing best practice
- Small Good Stuff
- Looking ahead
- Questions



## Areas that we cover- East of England

- Hertfordshire
- Central Bedfordshire
- Cambridgeshire
- Norfolk
- Suffolk
- Essex
- Thurrock





## What is working well

- **Thurrock:** Over 140 community micro-enterprises operating. Working in partnership for over 6 years alongside Local Area Co-ordination. Varied workshops to affect system/ culture change .Exploring opportunities to support enterprises to support younger people alongside the SEN team.
- **Essex:** Recruiting a second Catalyst to extend the pilot in Basildon. Working closely with Self Directed Futures and Community Catalysts to increase uptake of ISF's. Working closely with Tribe to increase uptake of the platform.
- **Central Bedfordshire:** 66 community micro-enterprises operating. The majority offer homecare/help-at-home with a number of new enterprises offering learning disability provision. Successful culture change-SW teams referring





## What is working well

- **Hertfordshire:** Community micro-enterprises offering a diverse range of support, including homecare and learning disability enterprises. Working closely with the Direct Payments lead, resulting in increased uptake.
- **Norfolk:** Focus on homecare and help at home options, particularly in rural areas, and supporting existing entrepreneurs to diversify.
- **Suffolk:** Increasing care options for older people and people with a learning disability-opportunities for people who might take a DP.
- **Cambridgeshire:** New project, aligning closely with Cambridgeshire's Happy at Home initiative. Currently recruiting a Catalyst to focus on East Cambridgeshire.





# What is working well



*I have found the Micro-enterprise project to be hugely beneficial to my clients. It is nice to be able to offer people something that is a little different and one that can fill the gaps and offer the types of support that a care agency is unable to do. I have had some good results and responses from the clients who I have recommended micro-enterprises to*

**Lynne Chastney, Biggleswade adult social care team**





## Key ingredients to success locally



- Working through a local catalyst and local enablers in communities to identify existing and new entrepreneurs- bottom up not top down approach
- Working in partnership with local CVS's/ business support organisations and others to provide necessary wrap around advice
- Patient coaching with entrepreneurs/hand holding them through a development programme and supporting them to meet the Doing it Right Standards
- Bringing entrepreneurs into networks- virtual for now but real life again in the future



## Key ingredients to success locally

- Joint work with councils to ensure the process of assessment/ support planning/payments via DP's or ISF's allows the money to flow from the council to the individual to pay for the support in a timely fashion
- Joint work with councils to enable frontline workers/ carers/ people to build trust in the new types of community based support- it is a journey and doesn't happen overnight
- Creative ways to bring enterprise leaders/ frontline workers and people needing support together in order to bring directories to life



## Positive outcomes during COVID



- Community micro-enterprises across our networks have been able to 'flex' and the vast majority have continued to provide support to customers throughout the pandemic
- Peer support from within the networks- such as supporting each other to access PPE at the height of the pandemic
- Catalysts have supported a number of community micro-enterprises to access additional funding for example, Disability Rights UK
- Connecting people to online opportunities to increase digital inclusion- Community Catalysts created the Buzz- 150 videos that people can enjoy at home
- Offering local employment opportunities to people who have been volunteering, helping to develop inclusive economies just like Julie....



## Julie, Gemini Support, Essex





## Sharing best practice

- Our Shared Learning Network brings together representatives from all of the local authorities in which we work. Has included representation from TLAP and Self Directed Futures
- ***The Shared Learning Networks hosted by Community Catalysts provide an excellent opportunity for commissioners to learn from each other re how we can create the conditions for community micro- enterprise to survive and thrive. System and culture change provide the underpinning essentials to develop community based support- a great space to share ideas and learning***  
***Steven Watt, Commissioning Manager ,Essex County Council***
- We regularly bring together the Catalysts in each area, where we employ directly and where the council employs
- This community of practice enables Catalysts to continue to learn from each other, share innovative ideas and benefit from training from Community Catalysts central team and other specialists



# Small Good Stuff

- Online directory of community micro-enterprises
- We link people who need care or support with local people who might help. Councils can have their own SGS page for local use such as Central Bedfordshire
- We help small organisations that offer care or support. We provide them with information, publicity and access to a friendly network.
- Free for community micro-enterprises to register
- Enables CME's to access free resources
- Part of our legacy offer





## Looking ahead

- Community micro-enterprises have a key role to play in COVID recovery
- Continuing to add greater choice and personalisation within the homecare market
- Covid 19 evidenced a greater need for smaller community based support as an alternative to traditional day services
- Supporting networks of community micro-enterprises to support one another
- Continued work with local authorities on system change and culture change
- Community micro-enterprises diversifying, particularly to offer support to younger people with a learning disability





Any questions?

