SCLD

Values into Practice

A Framework for Local Area Coordination in Scotland

Contents

About the Values into Practice framework 3

Introduction 4

Local Area Co-ordination in Scotland 5

Who Local Area Co-ordinators work with 6

The Principles of Local Area Co-ordination 9

The framework 11

The structure of the Values into Practice framework 11

Core work areas 12
Additional work areas 12
What are we trying to change? 12
An outcomes focus 13
Core practice statements 17
Additional statements for practice development and evaluation 22

Tables:

1: Outcomes for working with individuals and families 12
1.1: Outcomes for working with communities 14
2: Core practice statements IF: Working with individuals (and families) 16
2.1: Core practice statements C: Working with Communities 19
2.2: Additional practice statements PDE: Practice development and evaluation 21

Appendices: 22

1: Implementing Local Area Co-ordination: A Logic Model

About the Values into Practice framework

The Values into Practice framework has been developed to support the implementation of Local Area Co-ordination in Scotland. It has been written by the National Development Team for Local Area Co-ordination in partnership with the National Reference Group (NRG) and members of the Local Area Co-ordination framework development group. The framework development process has been based on ongoing consultation with the wider network of Local Area Co-ordinators and service managers in Scotland. The framework was also subject to a wider consultation which included policy makers, service directors, disabled peoples' organisations, Local Area Co-ordinators and people who use Local Area Co-ordination services.

The framework can be used by individual practitioners, service managers and people who use a Local Area Co-ordination service to help support the delivery of improved outcomes. It may also be used to support roles that have been introduced as part of the implementation of the personalisation agenda.

In parallel to this document "What is Local Area Co-ordination in Scotland? An Easy Guide" has been written by the LAC NRG in partnership with the National Development Team for Local Area Co-ordination. This guide will explain Local Area Co-ordination for disabled people, families, carers, professionals and community groups.

There are many references to community in this framework which demand some explanation. When we discuss community in this context we are not adopting an exclusively geographical interpretation but referring to the many social networks, groups and institutions that people have access to, or identify with. All references to community organisations can include public service institutions and private and voluntary organisations, as well as formal and informal groups and associations.

Introduction

Local Area Co-ordination is well established in Scotland. A mapping of Local Area Co-ordination services across Scotland that SCLD change here completed in 2009 showed that 26 of the 32 Scottish Local Authorities have Local Area Co-ordinators. This study also showed that there were over 80 Local Area Co-ordinators practising across Scotland. Local Area Co-ordination is a preventative, asset based approach to supporting people to connect to their communities and build meaningful lives. It is increasingly being recognised as a cost effective way to achieve better outcomes for people. However Local Area Co-ordinators, Local Authorities and funders are asking for support to develop and evaluate Local Area Co-ordination practice, whilst calling for evidence of its effectiveness. This framework has been developed to identify outcomes and activities that underpin effective practice.

The Values into Practice framework will provide a benchmark for Local Area Co-ordination in practice. It will enable Local Area Co-ordinators to ensure that their work:

- supports the principles of Local Area Co-ordination and the principles of inclusion.
- is aligned to national and local policy drivers.
- is focussed on achieving positive outcomes for individuals, families and communities.

An additional aim of this framework is to provide a resource that supports the evaluation of Local Area Co-ordination services by people who access the service and by individual practitioners or teams.

Local Area Co-ordination in Scotland

The Local Area Co-ordination approach promotes the rights of disabled people and people with learning disabilities to live ordinary lives within their local communities in line with the principles of independent living.

'Independent living means disabled people of all ages having the same freedom, choice, dignity and control as other citizens at home, at work, and in the community.' [1]

Local Area Co-ordinators help to connect individuals and families to social institutions, networks and facilities across all spheres of life. They can support organisations and individuals to challenge and address inequality and social exclusion. Local Area Co-ordinators work with disabled people and their families, as well as with community groups and organisations. The aim is to build inclusion by supporting people to develop their individual capacity and by working with communities to develop their capacity for inclusion. Local Area Co-ordinators can achieve these goals by working flexibly across organisational and professional boundaries.

In practice Local Area Co-ordination focuses on discovering, connecting and creating opportunities to develop individual, family and community based assets. Local Area Co-ordination is a principles based approach which emphasises the rights of disabled people to participate in all aspects of community, private, public and social life. This is particularly important when working with disabled people who are often defined in terms of deficits or service needs.

[1] *Independent Living in Scotland, An essential guide to Independent Living in Scotland www.ilis.co.uk/uploaded_files/ilis_guide.pdf [Last accessed on 06/10/10]*

Who Local Area Co-ordinators work with

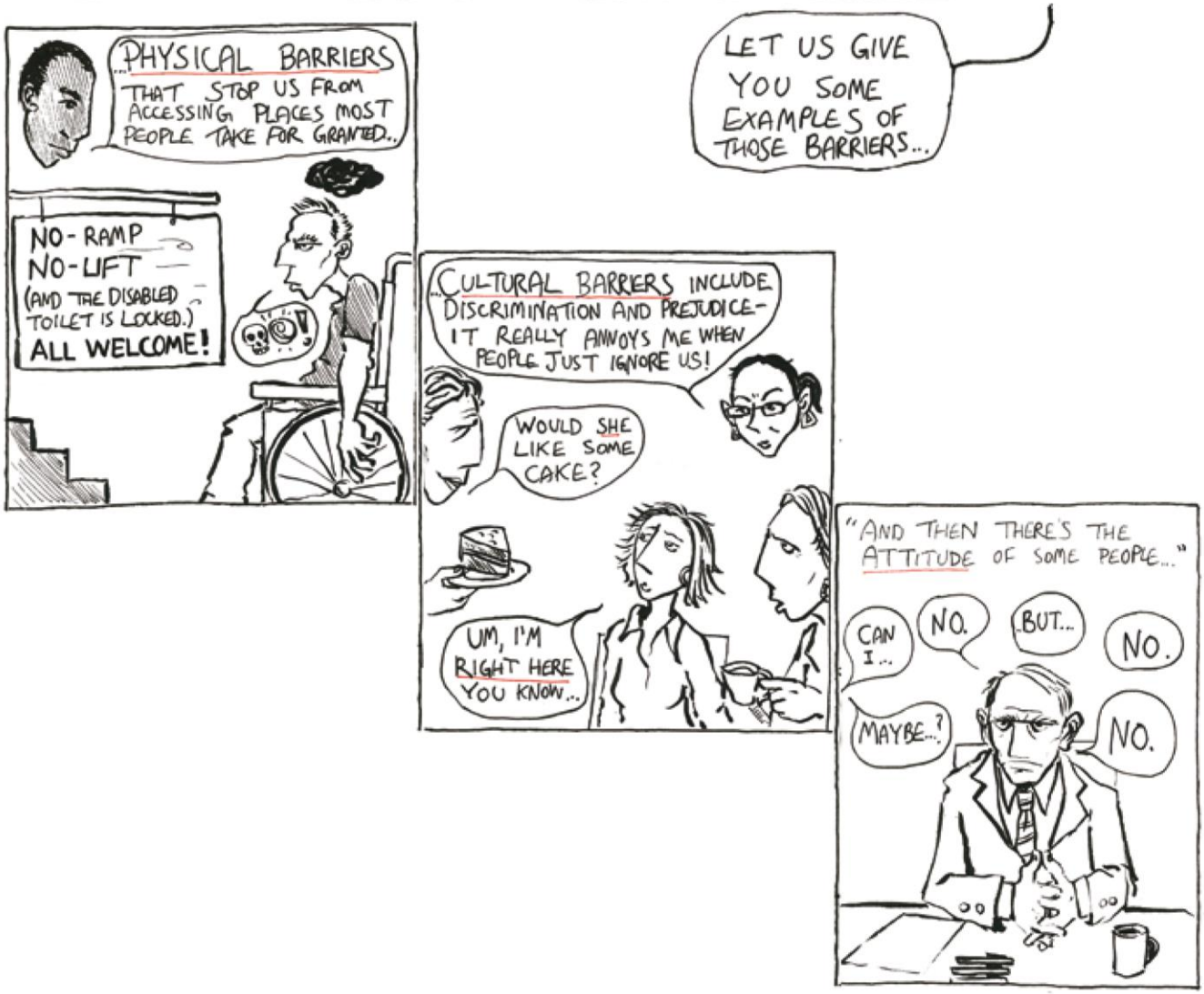
Throughout this document we have used the term 'disabled people' to describe the diverse groups of people that Local Area Co-ordinators support, based on the definition used in the Disability Discrimination Act 2005[2] The public consultation of this framework showed that people have different views regarding the appropriate terminology and many preferred 'people with disabilities'. The decision to use the term 'disabled people' is based on a belief that people are disabled by barriers constructed by society and that Local Area Coordination is a rights based approach.

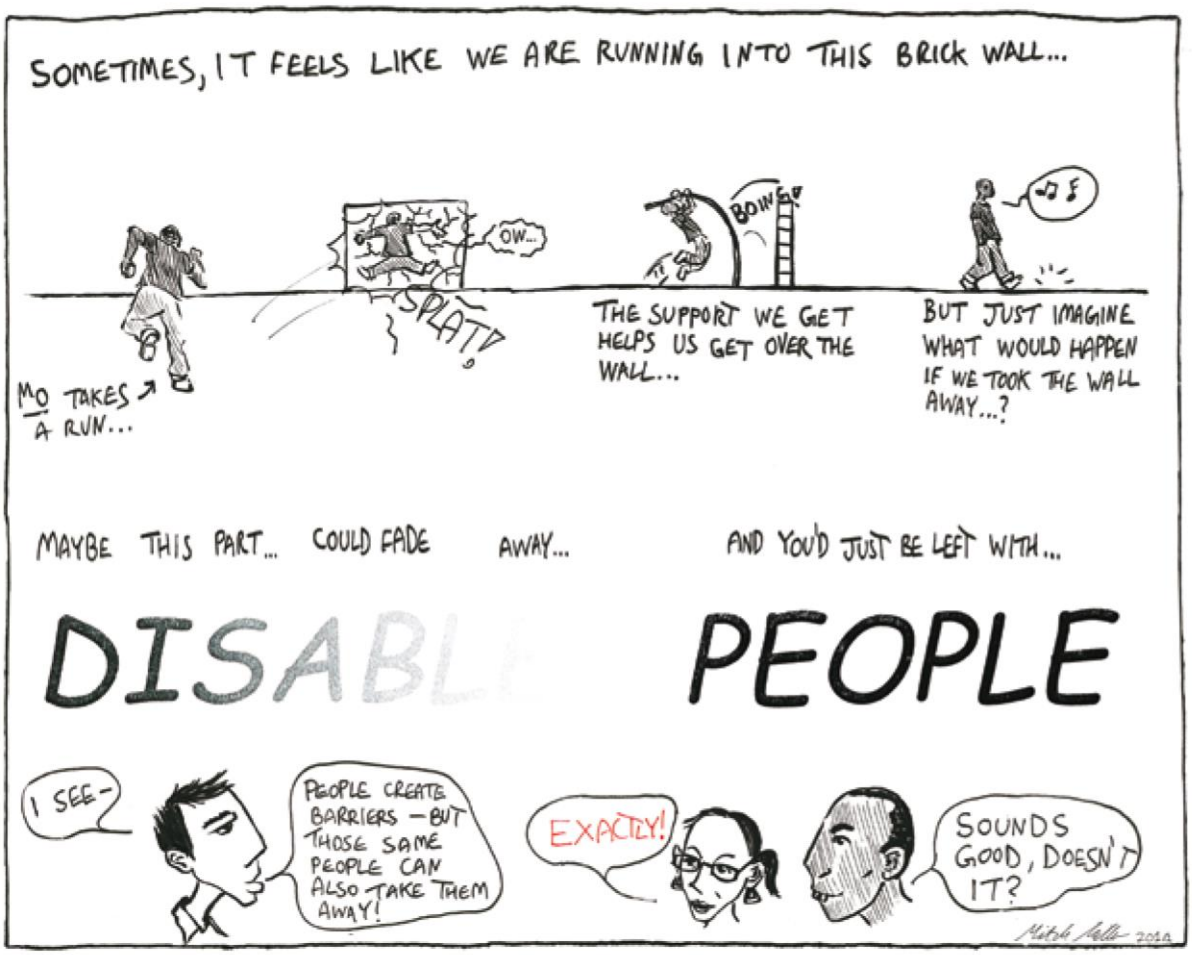
It also reflects the close relationship between the principles of Local Area Co-ordination and the Independent Living Movement which has adopted this term of reference as a way of acknowledging the significant barriers to living full and independent lives faced by disabled people. These barriers result in significant inequalities in access to health, education, employment and social life.

The Local Area Co-ordination National Reference Group, (LAC NRG), work in partnership with the National Development Team to support the development and implementation of Local Area Co-ordination across Scotland. Members of the LAC NRG worked with a cartoonist to explain why we are using the term 'disabled people' throughout the framework.

[2] Disability Discrimination Act (DDA) 2005 definition of a disabled person: someone who has a physical or mental impairment that has a substantial and long-term adverse effect on his or her ability to carry out normal day-to-day activities. For more information: http://www.direct.gov.uk/en/ disabledpeople/rightsandobligations/disabilityrights/dg_4001068

?
HANG ON A MINUTE - WHY ARE WE TALKING ABOUT DISABLED PEOPLE?
BECAUSE WE ARE PEOPLE! -JUST PEOPLE DISABLED BY THE SOCIAL BARRIERS WE FACE.*
MO & KERRY-ANN
MR. JOE PUBLIC
*SEE THE DISABILITY DISCRIMINATION ACT (DDA) 2005


PHYSICAL BARRIERS THAT STOP US FROM ACCESSING PLACES MOST PEOPLE TAKE FOR GRANTED..
NO-RAMP
NO-LIFT
(AND THE DISABLED TOILET IS LOCKED.)
ALL WELCOME!
LET US GIVE YOU SOME EXAMPLES OF THOSE BARRIERS...
CULTURAL BARRIERS INCLUDE DISCRIMINATION AND PREJUDICE- IT REALLY ANNOYS ME WHEN PEOPLE JUST IGNORE US!
WOULD SHE LIKE SOME CAKE?
UM, I'M RIGHT HERE YOU KNOW...
"AND THEN THERE'S THE ATTITUDE OF SOME PEOPLE..."
CAN I...
NO.
BUT...
NO.
MAYBE...?
NO.



Vision for Scotland

Local Area Co-ordination is based on a vision of a society where disabled people and their carers are valued as full and equal members of the community. Local Area Co-ordinators can help to achieve this by:

- working alongside communities, supporting them to become more welcoming and inclusive.[3]

- working with individuals and their families to help them become more confident, supporting them to achieve their dreams and to build independent lives.

[3] *They can do this by adopting the values of Community Learning and Development. Community Learning and Development Council for Scotland (2009), The competences for Community Learning and Development, Glasgow*

Principles of Local Area Co-ordination

The ten principles listed below were originally developed in Western Australia. They were adapted for Local Area Co-ordination in Scotland by the Short-Life Working Group on Local Area Co-ordination, and published by the Scottish Government in 2008 in the "National Guidance on the Implementation of Local Area Co-ordination". A further amendment to the terminology has subsequently been added. [4]

1) As citizens, disabled people have the same rights and responsibilities as all other people to participate in and contribute to the life of the community.

2) Disabled people, often with the support of their families, are in the best position to determine their own needs and goals, and to plan for the future, whether as self-advocates or supported by advocacy.

3) Families, friends and personal networks, which may include support workers, are the foundations of a rich and valued life in the community.

4) Supports should be planned in partnership with individuals and others important to them, including their family.

5) Access to timely, accurate and accessible information enables people to make appropriate decisions and to gain more control over their lives.

6) Communities are enriched by the inclusion and participation of disabled people, and these communities are the most important way of providing friendship, support and a meaningful life to disabled people and their families and carers. Inclusion requires changes in many areas of community life and mainstream public services including transport, leisure and employment.

[4] *These principles use the Disability Discrimination Act (DDA) 2005 definition of a disabled person.*

7) The lives of disabled people and their families are enhanced when they can determine their preferred supports and services and control the required resources, to the extent that they desire. Individuals should be at the centre of decision-making about their lives.

8) Local Area Co-ordination enhances support systems. All services and supports, whoever delivers them, should aim to achieve a good life for disabled people, should recognise and support the role of families, carers and their supporters and should be able to demonstrate that the service they give to an individual is available, consistent and of high quality. Local Area Co-ordinators are an integral and strategic part of the network of publicly funded services that demonstrate society's commitment and responsibility to support all people to fulfil their potential in the community.

9) Partnerships between individuals, families and carers, communities, governments, service providers and the business sector are vital in meeting the needs of disabled people. Investment in building the capacity and resources of communities is essential to enable inclusion.

10) Disabled people are citizens and have a life-long capacity for learning, development and contribution. They have the right to expect that services and supports should respond to their changing needs and aspirations and they should have the opportunity to contribute to society through employment, public service and by other valued means.

The framework

The structure of the Values into Practice framework

The structure outlined below was developed to reflect the broad areas that Local Area Co-ordination practice is focussed on, the expected outcomes for Local Area Co-ordination practice, and the things that Local Area Co-ordinators can do to achieve these outcomes.

Therefore the core framework is divided across:

- two work streams:
  - work with individuals (and families) ;
  - and work with communities
- five core work areas
- core practice statements

Together with two additional work areas.

Effective Local Area Co-ordination practitioners work with both individuals (and families); and communities. They will work in a flexible and personalised way to help achieve positive change in peoples' lives and build more inclusive communities. Broad outcomes have been defined across both these areas of Local Area Co-ordination practice and the core practice statements below describe the central components of Local Area Co-ordination practice required to achieve these outcomes.

However the Local Area Co-ordination approach is diverse and the authors acknowledge that Local Area Co-ordinators work in varied contexts in a personalised way. Therefore this framework should be seen as a useful guide for practitioners and not as a definitive outline of all aspects of Local Area Co-ordination in practice.

Core work areas

1. Information, signposting and guiding.
2. Developing relationships.
3. Planning, empowerment and promoting independent living.
4. Promoting inclusion.
5. Influencing public service delivery (improvement and quality).

Additional work areas

These work areas have been included to provide a focus on professional and service development which is considered essential to ensuring the ongoing quality of Local Area Co-ordination services.

1. Maintaining and developing professional knowledge.
2. Monitoring and evaluating Local Area Co-ordination practice.

What are we trying to change?

Disabled people are more likely to have the lives they want and be full and equal members of society if they are involved in community activities and have support from family and friends within their community, rather than having to rely on support from services and paid carers.

In order for this to happen disabled people need help to find activities and supports within their community and community based organisations need to be encouraged and supported to involve people with disabilities in their activities.

This help can be delivered by:

- Providing information, signposting and guidance on rights and options
- Developing relationships with individuals, their families and with community organisations
- Promoting inclusion by getting people more involved with their community
- Supporting people to plan, make choices and engage with people and activities
- Promoting independent living by helping people to get the help they need to live the life they choose
- Work with communities to help them to be able and willing to include disabled people.

As a result of the work of local area co-ordinators;

- Local organisations and communities will be more open and welcoming
- People will have more and better community networks and local relationships
- People will have better access to activities
- People will know their rights and be able to make choices
- People will be able to live more independently
- People will feel safe, supported and included in their community

An outcomes focus

The work areas provide broad headlines for the different activities that Local Area Co-ordinators undertake. However in order to help evaluate and measure the effectiveness of Local Area Co-ordination this framework also describes the expected outcomes from these types of activity.

By focusing on outcomes for people, families and communities this framework also reflects a shift from service led approaches towards the delivery of personalised approaches. The outcomes focus will help disabled people (and families) who use Local Area Co-ordination to measure what it achieves. This framework will also help service funders and managers to plan, implement and evaluate Local Area Co-ordination in their area.

The Values into Practice framework provides three levels of outcomes: short term, medium term and long term. The outcomes below refer to the change that has occurred as a result of Local Area Co-ordination.

Table 1.1: Outcomes for working with individuals (and families)

Outcomes for individuals These can be achieved and evidenced in the short term.	Accumulative outcomes These can be achieved and evidenced in the medium term after working with a number of clients.	Long Term Outcome This is difficult to evidence. In the long term this is what local area coordination is trying to achieve.
The person has more confidence and self-respect.	More people have the right information and support to live their lives as they choose.	Disabled people are living the lives they choose as full and equal members of the community.
The person knows more about their rights and what it means to be a citizen.	More people are in control of decisions and choices about their lives.	
The person is able to make choices about their life and is confident to express their opinions.	More people have a vision of the live they want to live and have the opportunity to make it happen.	
The person is actively involved in planning for their future.	Fewer people feel isolated and dependent on services.	
The person has increased skills for independent living.	Disabled people know that they have a right to have their say in community decision making.	

The person feels supported.
The person has more positive relationships.
The person is more involved in their community.
The person is taking part in more activities than they used to.

Table 1.2: Outcomes for working with communities

Outcomes for services and organisations.	Medium term outcomes for communities.	Long Term outcomes for communities.
These can be achieved and evidenced in the short term. These outcomes can be achieved with individual services or community organisations.	These can be achieved and evidenced in the medium term. These outcomes involve the wider community.	This is difficult to evidence. In the long term this is what local area coordination is trying to achieve.
Information about local activities is more available and easy for everyone to understand.	Communities are more welcoming to all people as equal citizens.	Communities are open and welcoming to all people as equal citizens.

More people in the community are aware that disabled that disabled people have something to contribute to the community.	More disabled people are having their say in decision making in the community.	Services and community organisations have been shaped by the views of disabled people.
Communities and public services are aware that they need to adapt so that everyone can access places and activities.	Communities and public services are adapting to meet the needs of disabled people.	Communities and public services have adapted to the needs of disabled people.
There are more activities available in communities that everyone can take part in.	More disabled people are actively taking part in their communities.	

In addition to the outcomes for Local Area Co-ordination there are further outcomes that can be used when benchmarking and evaluating practice. These include:

- The 15 National Outcomes and 45 National Indicators for Scotland[5]
- National Outcomes framework for Community Care: [6]
  - improved health
  - improved well being
  - improved social inclusion
  - improved independence and responsibility
- Local Authority Single Outcome Agreements

[5] *http://www.scotland.gov.uk/About/scotPerforms [accessed 28/09/10]*

[6] *http://www.scotland.gov.uk/Resource/Doc/924/0064538.pdf*

Core practice statements

The practice statements describe the types of activities that Local Area Co-ordinators will do. Each core practice statement correlates to a work area. There are separate core practice statements for the different work streams.

Table 2.1: Working with individuals (and families)

2.1.a: Information, signposting and guiding

Local Area Co-ordinators:

a. know and understand the local community.

b. maintain knowledge of community based resources and specialist services.

c. maintain knowledge of relevant legislation and policy.

d. critically evaluate knowledge and information in order to give the right information, in the right way at the right time for that individual and family.

e. prepare, provide and adapt information (if necessary) to ensure it is relevant and accessible in order to maximise understanding.

2.1.b: Developing relationships

Local Area Co-ordinators:

a. understand that choice is the basis of any relationship with individuals (and families). People invite Local Area Co-ordinators into their lives and decide the length and pattern of involvement.

b. facilitate informed choice in people's lives.

c. base their relationship with individuals and families on the principles of mutual respect and trust.

d. adopt an approach that:
i. assumes capacity
ii. looks at the whole family
iii. is informal
iv. is timely
v. takes time
vi. is non-judgemental
vii. is not based on an agenda
viii. is reliable and consistent
ix. is positive
x. is purposeful
xi. is based on exchange and sharing

e. understand the power dynamic in a relationship and actively encourage individuals (and families) to exercise their power.

2.1.c: Planning, empowerment and promoting independent living

Local Area Co-ordinators:

a. assume individual capacity.

b. plan only when they have been asked to do so and this must be based on an existing relationship and knowledge of the family and the community around them.

c. take an approach to planning that focuses on a 'good life' not support needs.

d. have knowledge of Person-Centred Planning approaches and the skills, knowledge and experience to enable people to creatively envisage an ordinary, positive future.

e. support individuals to use their natural community and familial resources, helping them to build new networks to work towards more independent, non-service based futures.

f. identify mainstream and universal services as a key element in helping all people to achieve a 'good life'.

g. follow things through and walk away when no longer needed in order to promote independent living.

2.1.d: Promoting inclusion

Local Area Co-ordinators:

a. understand and utilise the principles of inclusion.

b. maintain and apply knowledge of rights, legislation, local practice and issues.

c. identify and acknowledge barriers to inclusion.

d. proactively help individuals and families to challenge discrimination and advocate for themselves in order to remove barriers to inclusion (including structural, social, financial, attitudinal and environmental barriers).

e. model inclusive practice by actively working to include and value everybody in the family equally and by actively challenging exclusion.

2.1.e: Influencing public service delivery (improvement and quality)

Local Area Co-ordinators:

a. help individuals (and families) to have a purposeful, appropriate and meaningful engagement with processes for improving publicly funded services.

b. help individuals (and families) to understand their rights to access publicly funded universal community services; to identify gaps and issues that affect participation; to challenge barriers to participation.

c. assist individuals (and families) to participate in community engagement activities. This may include building individual capacity by supporting development of skills and self-advocacy.

d. enable individuals (and families) to connect with others in their community who are concerned about the same issues and to develop self-advocacy skills to effectively engage in collective decision making and action.

e. develop and maintain knowledge of public sector community engagement and governance frameworks.

Table 2.2: Working with communities

2.2.a: Information, signposting and guiding

Local Area Co-ordinators:

a. raise awareness of the Local Area Co-ordination role in their local area.

b. raise awareness of the barriers to inclusion across community groups and institutions.

c. respond to requests for advice, guidance and information and maximise opportunities to share knowledge and information across networks, community groups and institutions.

2.2.b: Developing relationships

Local Area Co-ordinators:

a. identify and seek to proactively develop relationships with community members, groups and organisations.

b. seek to work with community groups and institutions to build collaborative advantage and positive impact on individuals (and families).

c. actively promote mutual learning, an assumption of capacity and willingness to engage. Local Area Co-ordinators are facilitative and positive.

2.2.c: Planning, empowerment and promoting independent living

Local Area Co-ordinators:

a. support and facilitate local collective advocacy groups of disabled people and/or carers to plan and take action.

b. support these groups to utilise natural and wider community supports, helping them to build new networks to work towards more independent, non-service based futures.

2.2.d: Promoting inclusion

Local Area Co-ordinators:

a. challenge the notion that disability is exclusively a social care issue and promote the principle that communities are enriched by the participation of all.

b. work in partnership with community organisations and services to model and encourage active inclusion of all in their activity through:

i. sharing information, knowledge and experience
ii. joint ventures
iii. training and structured learning opportunities
iv. publicising good practice examples

2.2.e: Influencing public service delivery (improvement and quality)

Local Area Co-ordinators:

a. identify gaps, issues and emerging patterns in public service policy, strategy, systems and practices.

b. take a strategic approach to prioritising areas where intervention can have maximum impact.

c. plan, research and implement an approach which is built on partnership with individuals (and families) as well as with powerful allies.

Additional statements for practice development and evaluation

The next set of practice statements emphasise the importance of capacity building across the workforce. The practice development and evaluation work area focuses on professional and service development activities. Continuous professional development is a prerequisite of effective service delivery.

Table 2.3: Practice development and evaluation

2.3.a: Maintaining and developing professional knowledge

Local Area Co-ordinators:

a. research and analyse relevant policy and legislation.

b. identify and utilise evidence to inform their practice.

c. identify and employ appropriate information, frameworks and methodologies in professional practice.

d. undertake training and skills development activities.

e. maintain a record of continuous professional development activity.

2.3.b: Monitoring and evaluating Local Area Co-ordination practice

Local Area Co-ordinators:

a. work with disabled people (and families) to build individual and collective capacity to monitor and evaluate Local Area Co-ordination practice.

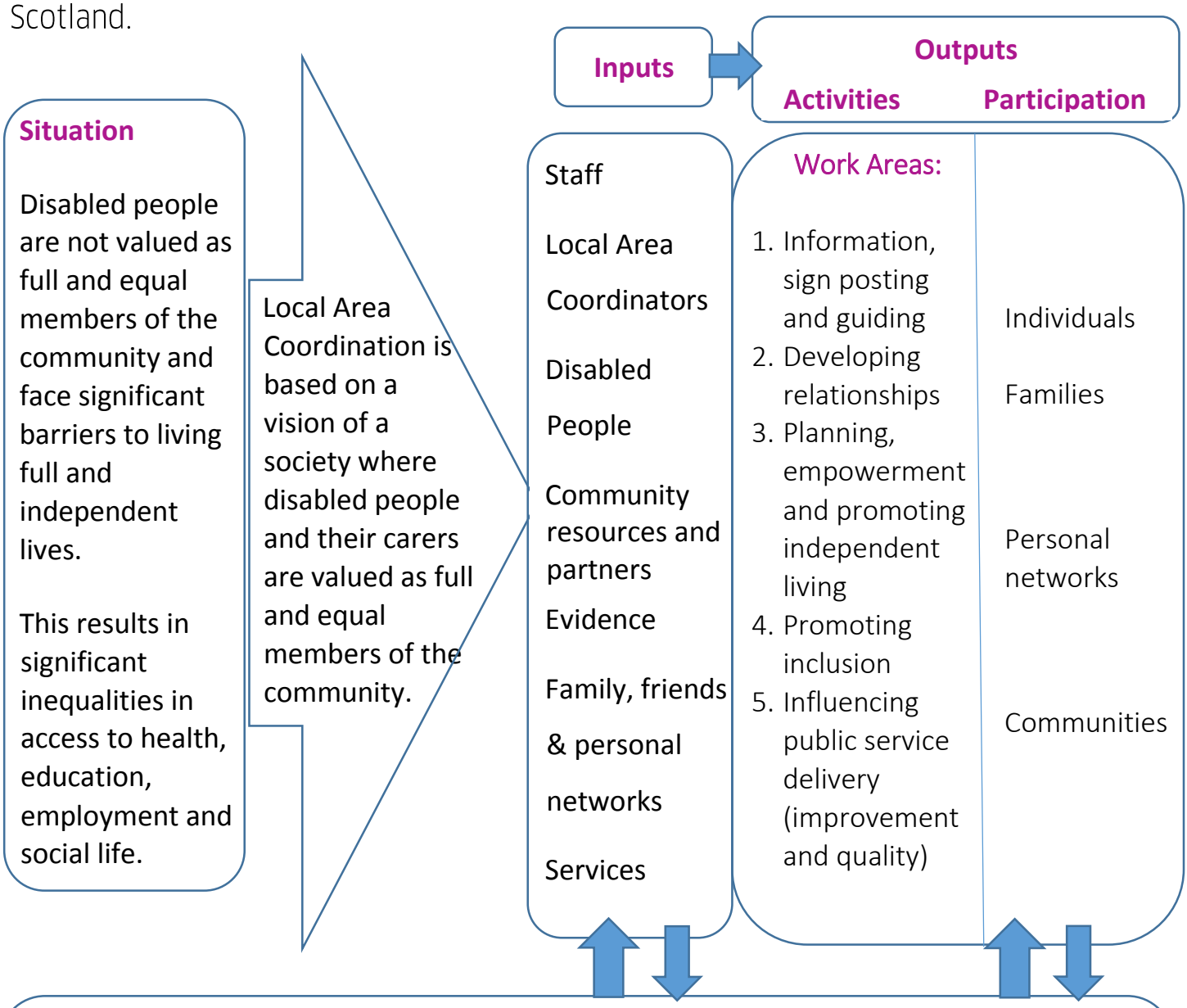
b. in partnership with individuals (and families) identify outcomes and analyse and articulate progress, celebrating achievements.

c. implement systems and processes for monitoring and evaluation in a continuous cycle, including seeking feedback, reflective practice and effective data collection and reporting.

d. understand and maintain knowledge of the national and local policy priorities and monitoring systems.

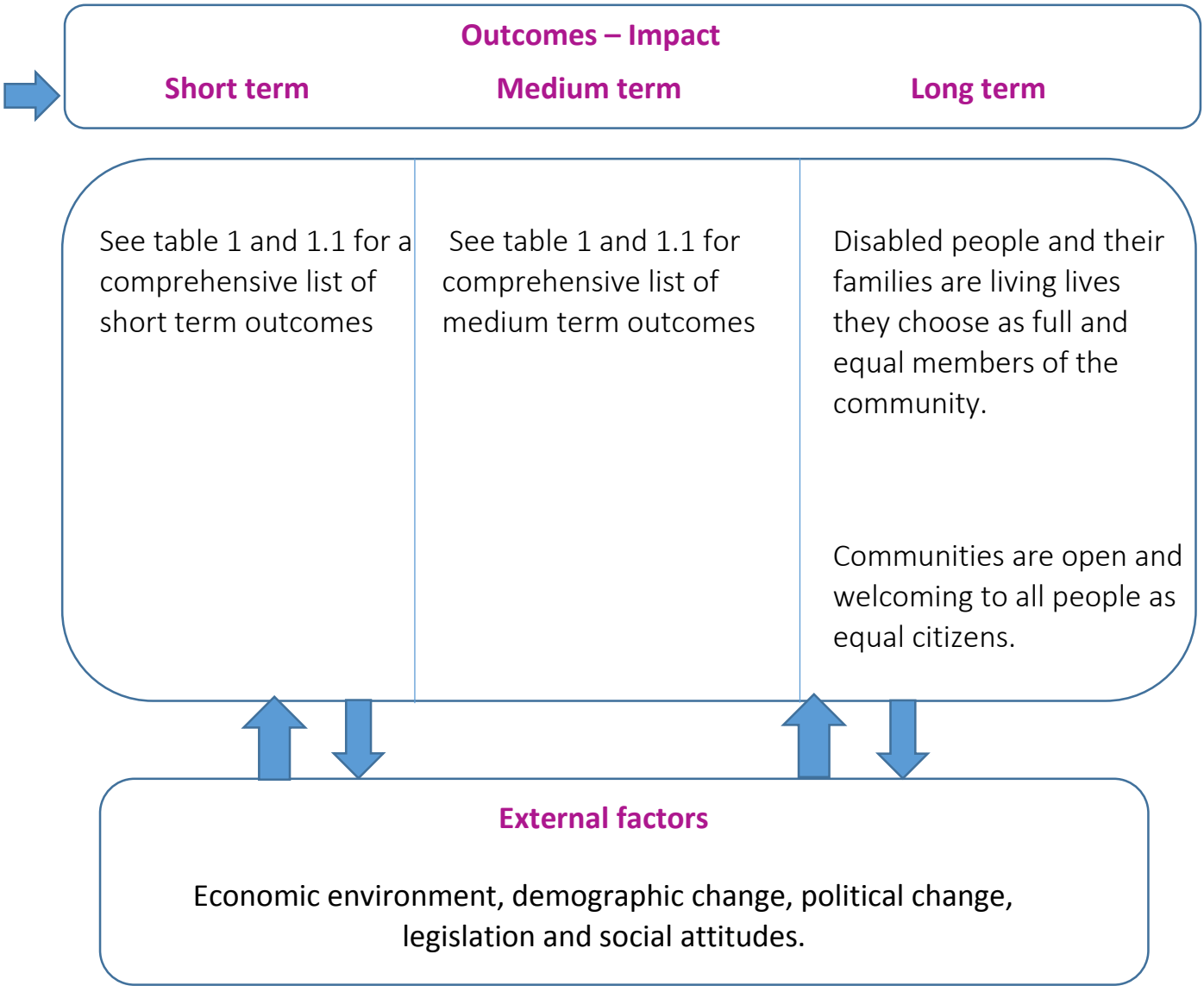
Appendix 1.Implementing Local Area Co-ordination: A Logic Model

The framework development team used a logic modelling approach to build up a picture of the Local Area Co-ordination process, context and expected impact. To support this process the team used the guide developed by Evaluation Support Scotland.



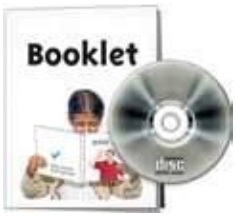
Assumptions

References to individuals (and families) are from cradle to grave. The 10 principles of Local Area Coordination, the values of inclusion, Community Learning and Development and Social Work. References to communities include all formal and non-formal institutions and associations.


Outcomes – Impact
Short term
Medium term
Long term
See table 1 and 1.1 for a comprehensive list of short term outcomes
See table 1 and 1.1 for comprehensive list of medium term outcomes
Disabled people and their families are living lives they choose as full and equal members of the community.
Communities are open and welcoming to all people as equal citizens.
External factors
Economic environment, demographic change, political change, legislation and social attitudes.

© 2010 Scottish Consortium for Learning Disability

With thanks to Catherine McKay, Mitchell Miller and Photosymbols for images used.



This booklet can be made available in alternative formats. If you would like more copies of the booklet or an audio version please get in touch with:

0141 559 5720

administrator@scld.co.uk

www.scld.org.uk