

## Informing the debate on Eligibility Criteria in Scotland -evidence headline summary paper

Community Led Support Key Findings – summary headlines from published reports including

Reports on evidence and learning - CLS 2021- including Scottish report and case study in Scottish Borders

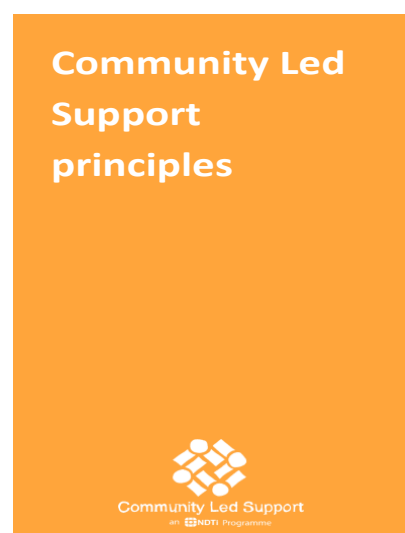
Link to recent report on use of data in South Ayrshire [Scottish reports May 2022: CLS in Scotland](#) and illustrations of CLS approach in hospital settings.

### What is CLS?

CLS is about changing the customer journey by working in partnership with communities and key partners in the third sector, opening up new front doors, promoting prevention, embedding good, strength based conversations across health and social care and challenging bureaucracy to free up staff time to focus on what works for the people they are working with.

The evidence demonstrates that this approach works and delivers better outcomes for people we are working with as well as improving staff satisfaction and reducing demand on formal services. Adopting a strength based approach and focusing on the range of solutions to help people live a good life connected to their community enables people to access community solutions wherever possible and thereby reduces demand on formal statutory services.

### Key Principles of CLS



- Coproduction brings people and organisations together around a shared vision
- There is a focus on 'place', on community and on the 'whole' person
- People can get support and advice easily, when they need it so that crises are avoided
- The culture is based on trust, empowerment and shared values within and across teams and organisations
- Support is strengths based, building independence, control and community connections
- Bureaucracy is the absolute minimum it has to be
- The system is responsive, proportionate and focused on outcomes

## Summary of key evidence from Scottish Reports

Better Outcomes for people:

*I received really good advice and so much understanding and help. [WM Hubs are] Such a good idea. Really makes people feel welcome” (User feedback form, Scottish Borders)*

**Case Study example** - In the **Western Isles**, a young mum with progressive MS was having a support worker for 9 hours a day, Monday to Friday, which wasn't what she wanted. Her Social Worker looked at other options through CLS, resulting in her now having 4 hours of statutory support per week, significant support from her family and 4 different telecare systems put in place in her home. She now feels able to go out, enjoy cooking meals for her young child and keep her house clean and tidy.

*Staff satisfaction increased and bureaucracy reduced.*

### Data Analysis

1. **Scottish Borders** recorded a decrease in the Social Work waiting list from 400 people to 250 people between July 17 and March 19.
2. **South Ayrshire**: In Ayr North, between July and September 2018, an average of 27 people per week were signposted to local organisations, agencies and projects that could meet their needs and allow them to focus on their own strengths and resources instead of being assessed for formal services through social work referrals. In Ayr South, since CLS started, the SW team caseload had dropped from 689 to 550
3. **Fife**: From when The Well started in July 2018 to the end of February 2019, records showed: about 25% of visits lead to people being redirected to community organisations; another 25% of people are referred to public services (Housing Office, Social Work Contact Centre, DWP); and the remaining 50% receive information, leaflets or are helped directly at the Well (e.g. benefits applications).
4. **In England a number of sites have found a reduction in people being placed into residential care.**

### The following data is from the Scottish Borders Report

5. *800 people used What Matters Hubs in 2018/19 and were offered a mix of Third Sector, community and statutory support*
6. *New, short What Matters assessments now make up over 2 out of every 5 social work assessments, with the proportion of full social work assessments continuing to fall*
7. *The average number of people on the waiting list for a full assessment fell from 421 in 2016/17 to 261 in 2018/19; and the average waiting time fell from 11.5 days in 2016/17 to 7.9 days in 2018/19*
8. *People using Self-Directed Support (SDS) increased from 1,320 in March 2017 to 1,817 in March 2019. Over 360 of these use a Direct Payment with or without another option.*

## Economic Impact

There is also work underway to consider the economic impact on resources and costs in the CLS team – see recent report from South Ayrshire about using data to inform the debate.

## Eligibility Criteria -Discussion with CLS sites

Whilst all areas of the UK are using some form of eligibility criteria -it required by law or is set in guidance - evidence in areas adopting a CLS approach demonstrates that by implementing a preventative approach, embedding strength based conversations and identifying outcomes at an early stage in partnership with the person many activities and support can be found in local community activities or resources.

Applying eligibility should therefore only be considered later in the process at a point when formal support is being considered- and not to screen out advice and support to people even before an assessment has started. Even when identified needs do meet eligibility criteria informal support in local areas can provide the best solution to promote independence and enhance quality of life.

