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# Moving from consultation to empowerment: community led commissioning

Kate Jones, Senior Research Advisor
Centre of Excellence in Connected Care

# Complex Needs

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## Connected Care recognises that people's support needs are complex

**50%**
of people in drug or alcohol services also have a mental health problem

**84%**
of homeless people are dependant on drugs or alcohol

**40%**
of young people with a learning disability have significant mental health issues

# Connected Care

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- Integrates health, housing and social care services
- Is done with the community, not to it
- Provides a detailed assessment of breadth and depth of needs
- Leads to community designed services
- Fits with current and emerging government and commissioner agenda

# Connected Care

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- Begins with the community and puts them at the centre of commissioning
- Enables the community to design and deliver their own services
- Engages hard to reach groups who are rarely consulted and often marginalised
- Fosters the development of a local skilled and innovative health and social care workforce

# Connected Care

- Commissioners need to demonstrate how communities are at the centre of commissioning
- Market moving towards a joined-up approach to the provision of care
- Renewed focus on reaching people with complex needs, and long term savings by meeting these needs
- A bigger role for the voluntary sector

# Informing government thinking

*Connected Care is cited as an example of effective partnership working, where services meet local needs and are provided in a streamlined and accessible way.*

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# Connected Care in action

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# Bolton

# Key stages of the process

- Establishing governance arrangements
- Community engagement
- Recruiting and training researchers from the local communities
- Data collection
- Audit report
- Translating findings into service specification

# Themes from the audit

- Information
- Low level support
- Continuity of care
- Coordination
- Community cohesion

# The Result

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**Received funding from the Social Enterprise Unit to set up a social enterprise in Bolton**

**The enterprise will employ local people to provide a service that will meet the needs indentified in the audit.**

# Contact Details

**Email: Kate.Jones@turning-point.co.uk**

**Telephone: 0207 481 7657**