



A focus on

Community Led Support

What is Community Led Support?

- Values-led change that really delivers for people, communities and organisations.
- A focus on developing and embedding strengths based cultures.
- A system-wide approach across all areas, including community teams, first contact teams, commissioning and local partners.
- A long term approach that focuses on a strong desire, and courage, to work differently and put people at the heart of services.
- A set of clear principles which looks different in every community and responds to local priorities.
- Enables a range of welcoming community spaces where people can have 'conversations' focussed on what matters to them as opposed to service led assessments.



Benefits of Community Led Support



Key stats from our [Valuing Community Led Support report 2023](#):

- Areas have reported reductions in waits for initial contact from an average 13 weeks to around 9 days.
- Local authorities have seen on average a 53% reduction in the rate of conversion from initial request to assessment and support.
- In one area 42% of people who took up a community option at an early stage did not need more formal support.
- Case studies have shown that following hospital discharge a holistic approach to health, care and wellbeing reduced the likelihood of a person being readmitted within three months.
- In one area complaints citing 'lack of action' fell from 600 to single figures following responsive use of early conversations.
- In one area an evaluation showed 32 community enterprises delivering £134,712 in annual savings.
- Staff have reported increased job satisfaction rates and a sense of being trusted and valued.

About NDTi

- We've delivered a tried and tested Community Led Support programme over 10 years.
- 35 councils and integrated health and social care partnerships have worked alongside us.
- Together we've developed and implemented an approach that demonstrates what's possible.
- The areas we work with stay in a network where we facilitate learning from each other.
- **We have a range of evidence and learning that demonstrates it works, including [independent research from a range of universities and funded by NIHR](#).**



Community Led Support
an NDTi programme

Find out more about
[Community Led Support](#)
at [NDTi](#).





Impact on Hartlepool Borough Council since implementing a Community Led Support approach.

Contributed to a significant reduction in:

- **People not needing more formal support** after a 'good conversation' rather than traditional assessment.
- **Requests for long-term support** from adult social care.
- **Occupational therapy waiting lists.** Occupational therapy is available in every community hub.
- **Other waiting lists across adult social care**

Positive increase in wellbeing scores, from 4 when entering the community hub to 7 when leaving (July 2024).



“Becoming part of the Community Led Support programme with NDTi is one of the best decisions we’ve made in Hartlepool. Embarking on the programme in 2019 then facing COVID lockdowns in 2020 presented some challenges but also some fantastic learning opportunities. The approach we now have in place is an example of true partnership working that engages with the community, improves health and social care outcomes for people who need support, reduces waiting times, has benefits for staff and has delivered financial savings for the Council and the wider system.”

Jill Harrison,
Executive Director of Adult & Community Based Services,
Hartlepool Borough Council

[Find out more about Hartlepool Community Hubs.](#)



[Watch a video to hear from local people who have benefited from Hartlepool Community Hubs.](#)

