

**The
Children's
Society**



**Coordinated
Community
Support.**

www.coordinatedcommunitysupport.org.uk
[@CoordinatedCS](https://twitter.com/CoordinatedCS)

November 2021

Programme Context

- Abolition of centrally administered Community Care and Crisis Loans
- End of ring-fenced funding for this provision has led to limited budget for delivery at Local Authority (LA) level
- 75% drop since 2013 in people receiving this kind of crisis support
- Significantly reduced and discretionary offer by administering LAs
- Increased voluntary sector provision to fill the gap
- Disjointed access to the breadth of IAG services

The CCS Programme aims to:

1. Address the gaps that exist in emergency support provision through better networking of different local agencies involved in the provision of emergency financial assistance.
2. Reduce repeat instances of financial crisis by addressing underlying causes of crises, as well as the immediate emergency.

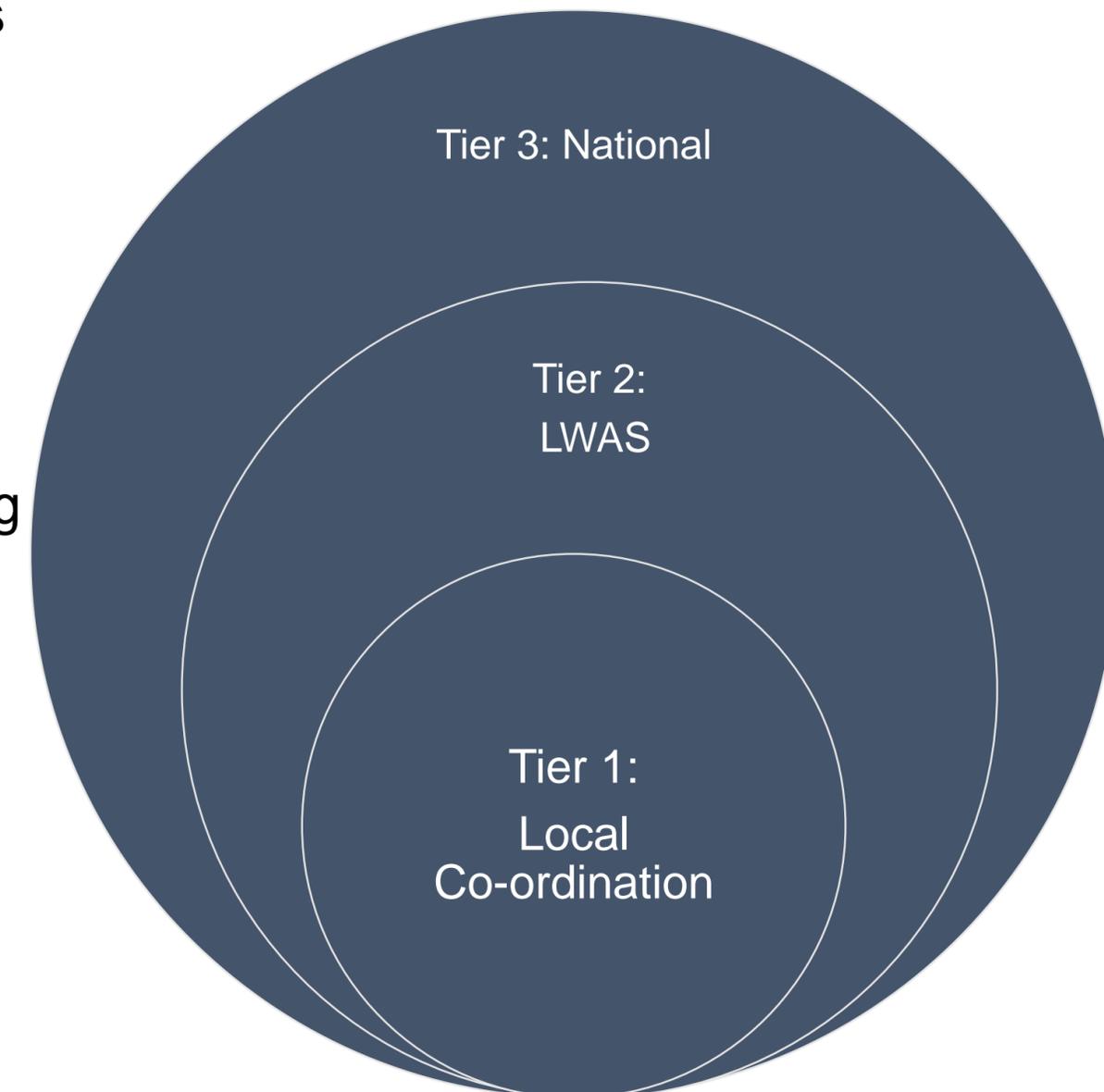
Increase capacity and strengthen networks to:

- Improve access to crisis provision
- Simplify application processes
- Through 'trusted relationships' ensure that ongoing needs are met

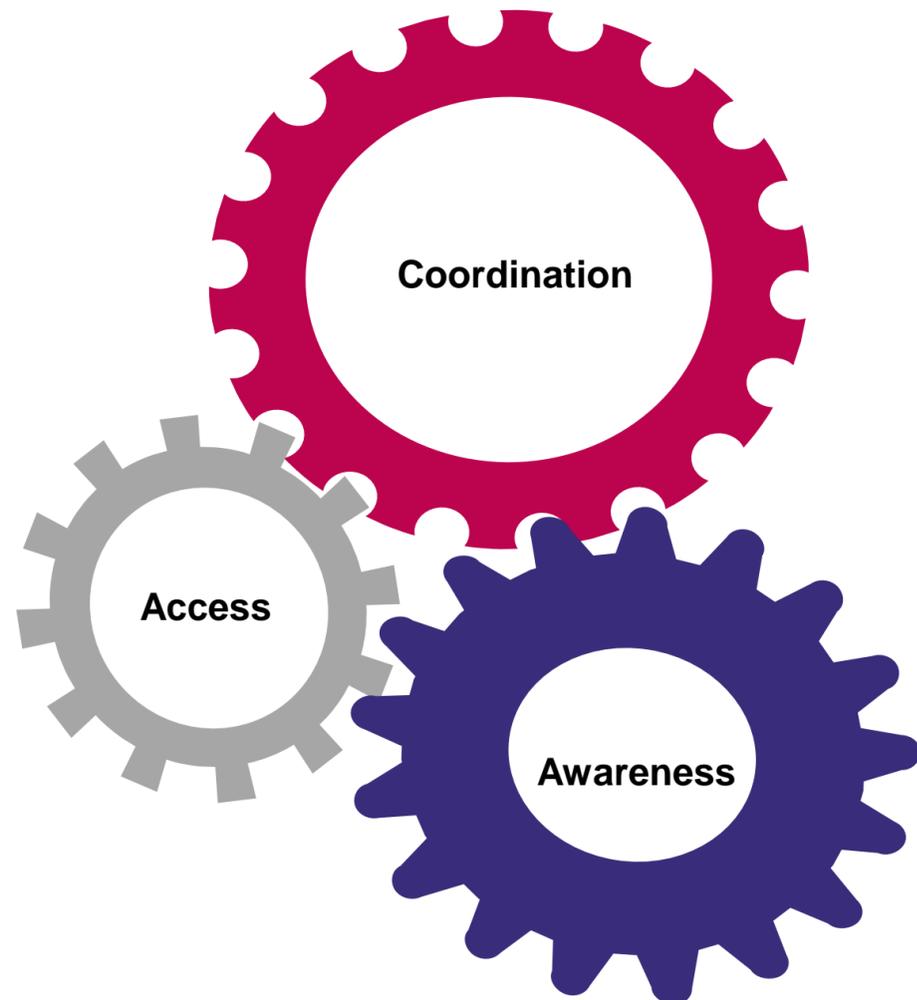


Tiers of work

- Tier 1: Four pilot areas working to improve **awareness of, access to, and co-ordination of crisis support** across the VCS and statutory sectors
- Tier 2: Promoting the LWAS locally and nationally as a locally- tailored crisis response offer
- Tier 3: Influencing national policy & practice – eg giving evidence to Select Committees and Government Departments.



Principles of Effective Local Delivery



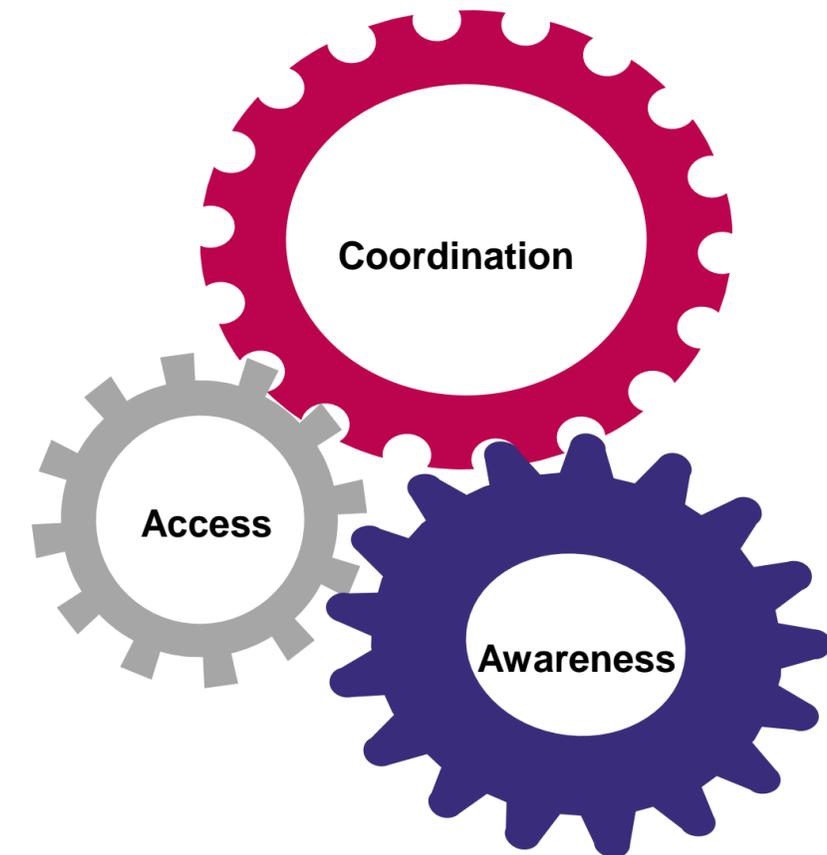
- **Access:** primarily service-user focused, but also relates to the capacity of organisations to respond.
- **Awareness:** service-user and organisation focused – awareness of what's available and how to access it.
- **Coordination:** primarily organisation focused – communication, effective referrals and work together collaboratively

*Coordination drives increased
Awareness and Access.*

The Role of Local Networks



- **Coordinating** a range of local provision through the development of meaningful networks of referral
- Managing a referral **mechanism**
- Promoting **access** to the network through **awareness** raising activities and training
- Enabling Local Authority/Health 'plug-in' – across the breadth of LA services
 - Welfare rights/UC Claimant support / Early Help & Social Services Teams / Education settings / Social Prescribers etc
- Facilitating VCS 'plug-in'
 - Foodbanks, Accredited IAG, Community settings etc
- **Building a coherent and 'no wrong door' approach into a variety of services available locally**
- **Supporting services to look 'upstream', intervene earlier and prevent 'crisis'**
- **Developing routes into wider support services to help move households beyond crisis**



LWA in a Coordinated System

- Local Welfare Assistance (DAF in Wales) is a critical lifeline to those facing financial crisis
- LWAS provision still inconsistent across England
- Effective provision needs to be responsive to presenting needs and linked into wider services in a locality – both internal and external to the LA (Income Maximisation/Debt Advice/DHP/Council Tax reduction/relief etc) – with referral routes across sectors
- LA's and the local VCS working collaboratively to make the best use of limited resource



Leading Local Change:

For families to receive more holistic support with robust referral and communication between agencies...

Is there a network of people / agencies who share desire to improve outcomes for residents?

Is there a shared understanding of the 'system' in which agencies are operating and how this impacts on families facing 'crisis' and financial hardship?

Is there an underpinning mechanism to facilitate robust referrals across agencies and help drive engagement in the network?