



Derbyshire County Council
Community Connectors

Contents

- ▶ Introduction – Cheral Eidukas
- ▶ Connector Role - Anna Blair
- ▶ Overview - Jackie Johnson
- ▶ Data Information
- ▶ DVD
- ▶ Conclusion
- ▶ Quotes from clients / Carers - Anna

Introduction

The Community Connector role was a pilot scheme beginning in 2011 and was commissioned by Derbyshire County Council from January 2017.

Prior to this it was funded within current resources within Direct Care learning disability Day services.

The staffing structure of the Community Connectors is 1 full time Manager, 2 full time Senior Community Connectors and 18 full time equivalent Community Connectors. We are currently going through Job evaluation.

The aim of the Community Connector is to link clients to their local communities which could be education, social and leisure including Voluntary or permanent paid employment. This also includes Independent travel training using Systematic Instruction.

Clients do not have to meet DDC eligibility criteria for service as long as they had a diagnosed of a LD and/or Autism and it is a FREE service.

Continued

The Connector role helps with the prevention of people becoming isolated, maintains well being, helps people to remain in their homes and inclusion in their own community. It also prevents people reaching to crisis points which has significant impact upon front line services.

Plus it offers an alternative to traditional in house services.

Anna Blair

- ▶ The client is referred to the Connector Service either via Social Worker, allocated worker or Via DCC Call Derbyshire themselves.
- ▶ A manager would confirm that the client meets the Connector criteria. Which is a Diagnosed Learning disability and or Autism. Also at this point if the client were only seeking employment we would refer to our Disability Employment team.
- ▶ Should the client meet the criteria for the connector service then a Manager would assign them to a Connector and an initial meeting would be arranged with the appropriate people invited such as Social Worker, family member etc...
- ▶ At the initial meeting it will be identified exactly what the client would like to access in their local community.
- ▶ The Connector will then research what is available. Such as (Local groups, Leisure services, Activities, Paid or Voluntary work or College/ education centres etc...)
- ▶ If at this point it is identified that a client would need a Personal Assistant (P.A.) this would be organised by the Social Worker, a family Member or the client themselves, via a Personal Budget, Direct Payment or the client could self fund. At this point we would put the client on 'HOLD' until the P.A. is in place. This will prevent any delays at the end of the 12 week connecting period.
- ▶ The Connector will begin working with the client accompanying them into the agreed activities, employment or /and education.

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- ▶ We provide travel training using systematic instruction if needed.
- ▶ At any point during the 12 weeks a meetings can be arranged to address any concerns and to check progress.
- ▶ If employment has been identified we would refer them to our Disability Employment Services at this point so we can complete an induction of transfer between the 2 services. Our Disability Employment Services will continue to monitor and offer support once the connector service has been completed.
- ▶ Throughout the connecting period the connector gradually phases away the support, allowing the client time to adjust and prepare for becoming independently involved within the activity.
- ▶ During the Connecting period the Connector would fill in the plan each time they have met the client which records their progress.
- ▶ It is the Connector's responsibility to complete the appropriate Risk Assessments then signed off by the Manager. They are also responsible for updating Derbyshire County Council systems (Mosaic) and filling in documents for systematic travel training.

Continue

- ▶ Once the Connector period has ended, the Connector would then finish the plan. Business services support would then contact the client to complete the quality service questionnaire.
- ▶ A 3 month review is completed either via a home visit or telephone call to check if all is okay and has the placement been sustained.

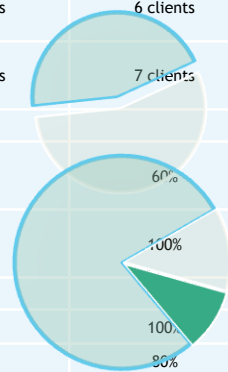
Jackie Johnson

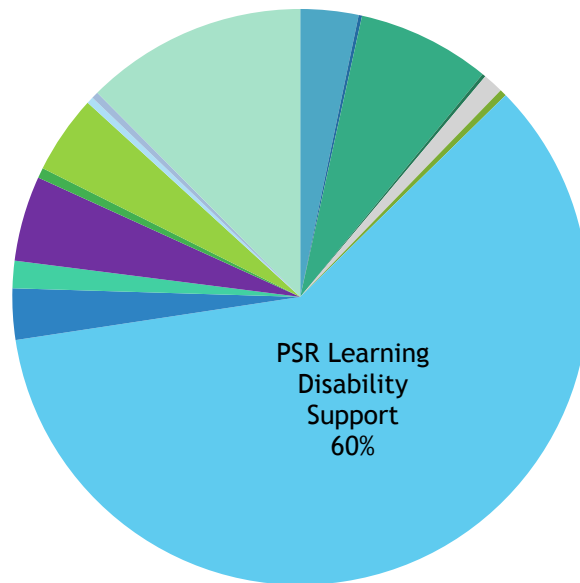
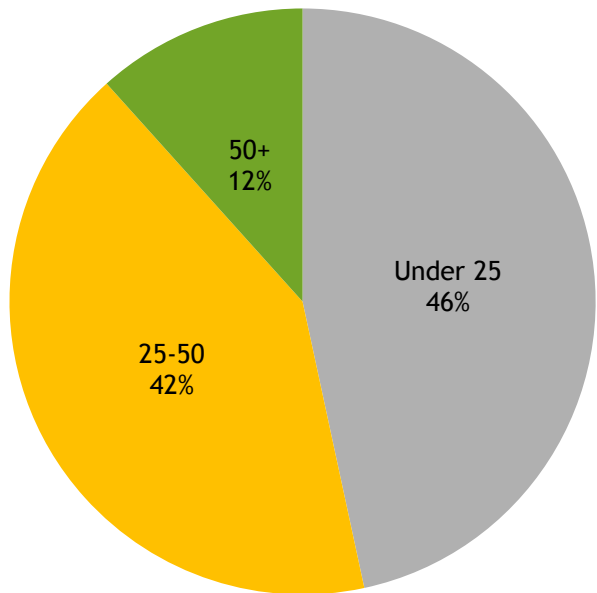
Our work

- ▶ As explained the main role of the Connector is to build links and networks for our clients within their own communities.
- ▶ This really is a key piece of work and vital to our successes and outcomes for clients and requires the right sort of staff.
- ▶ From a Recruitment and Selection aspect staff need to be:-
 - Confident
 - Innovative
 - Creative
 - Approachable and Likeable
- ▶ There is an expectation for staff to approach and engage with local businesses and community groups to create and develop opportunities for people. This also expels myths and breaks down barriers.
- ▶ All Outcomes are collected by our Management Information & Support Team who produces the Connector Report
 - SHOW REPORT – This shows statistics around outcomes over a quarter (12 Week) period.

Performance Indicators

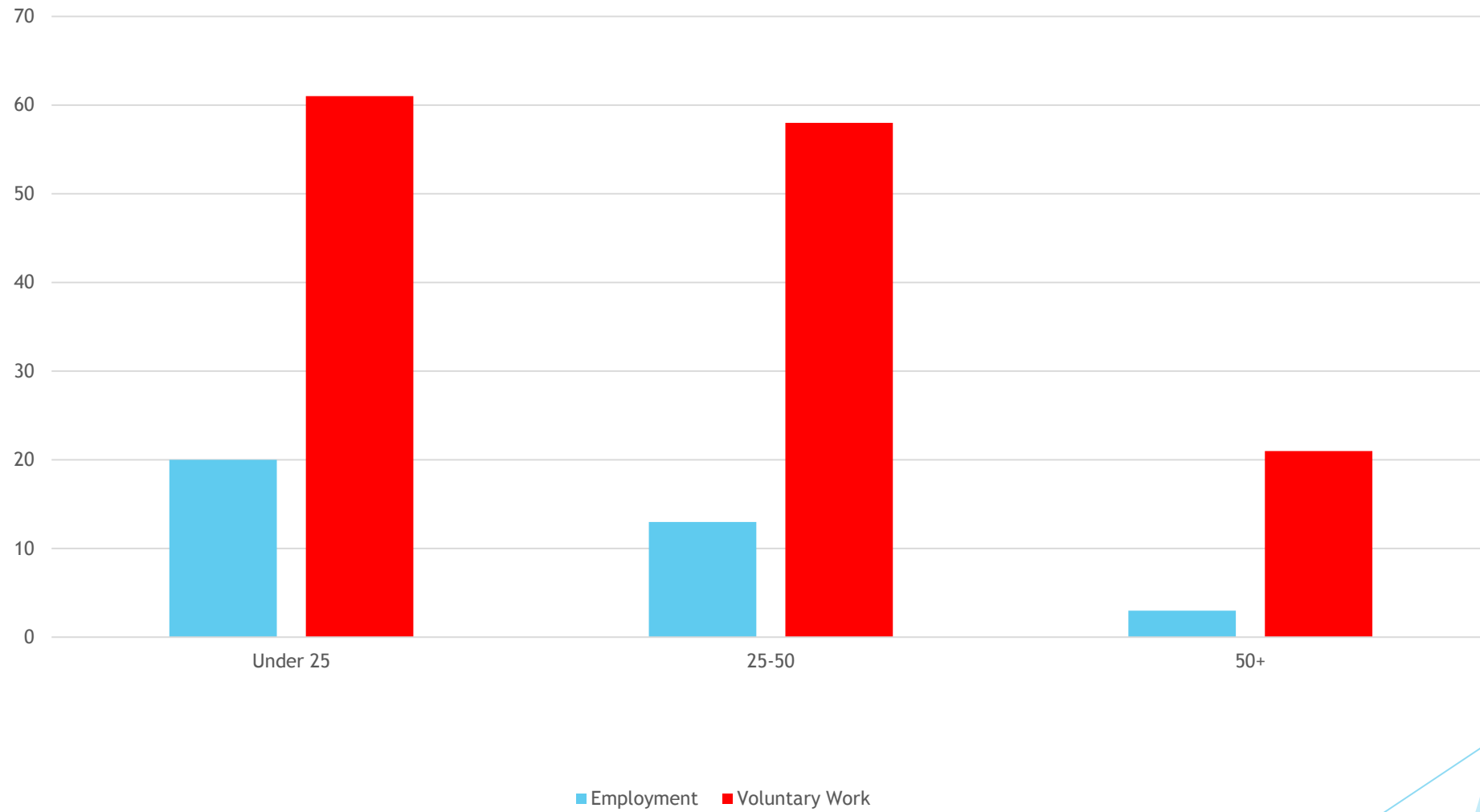
From the total referrals between:	Overall	Jan-Mar 17	Apr-Jun 17	Jul-Sep 17	Oct-Dec 17	Jan-Mar 18	Apr-Jun 18	Jul-Sep 18
Average waiting time from referral to first appointment	69	82 days	81 days	74 days	76 days	77 days	60 days	31 days
Average number of new clients seen in a month	25	25 clients	23 clients	25 clients	28 clients	19 clients	28 clients	27 clients
Out of the completed connections between:								
Number of Community Connectors Active		11	15	22	19	13	15	12
Connections (declined, open, disengaged or complete) / average number of clients PER WORKER		47 connections / 4 clients each	88 connections / 6 clients each	131 connections / 6 clients each	92 connections / 5 clients each	62 connections / 5 clients each	117 connections / 8 clients each	129 connections / 11 clients each
Average length of service provision per client	9	10 weeks	9 weeks	9 weeks	9 weeks	9 weeks	10 weeks	9 weeks
Average no of days per week the clients are connected	2	2 days	2 days	2 days	2 days	2 days	2 days	2 days
No of people completing the Community Connector Pathway who have NO personal budget	141	11 clients	17 clients	25 clients	26 clients	19 clients	24 clients	19 clients
No of people completing the Community Connector Pathway who HAVE a personal budget	174	15 clients	40 clients	36 clients	25 clients	10 clients	29 clients	19 clients
No of people completing the Community Connector Pathway who had NO Day Care service prior to this referral	245	22 clients	44 clients	44 clients	42 clients	24 clients	38 clients	31 clients
No of people completing the Community Connector Pathway who HAD Day Care service prior to this referral	40	1 clients	6 clients	9 clients	5 clients	3 clients	12 clients	4 clients
No of people completing the Community Connector Pathway who have Had Day Care service SINCE this referral	30	3 clients	7 clients	8 client	4 client	2 client	3 client	3 client
No of people following a feedback questionnaire rated the service as "Excellent"	48%	33%	60%	57%	37%	50%	64%	33%
No of people following a feedback questionnaire WOULD recommend the service	99%	100%	100%	100%	96%	100%	100%	100%
No of people who "always" or "usually" gained Confidence	65%	67%	100%	63%	56%	75%	74%	33%
No of people who "always" or "usually" gained Self Esteem	52%	33%	90%	63%	52%	75%	53%	43%
No of people who "always" or "usually" gained General Wellbeing	52%	0%	60%	63%	52%	67%	63%	33%

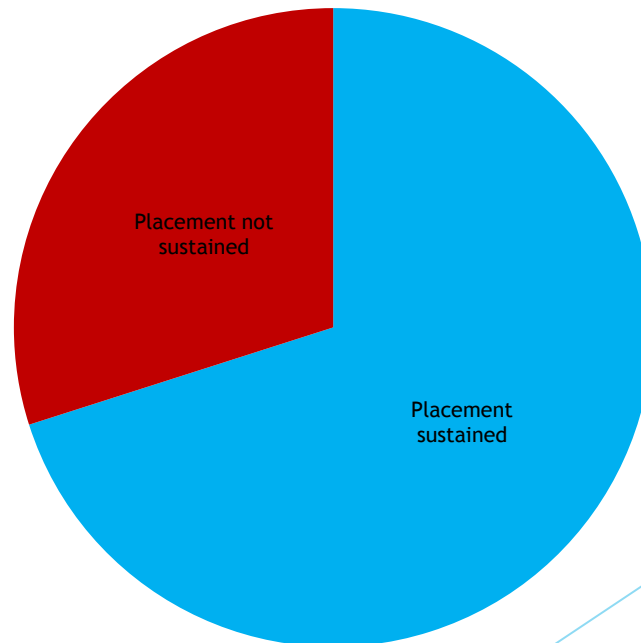
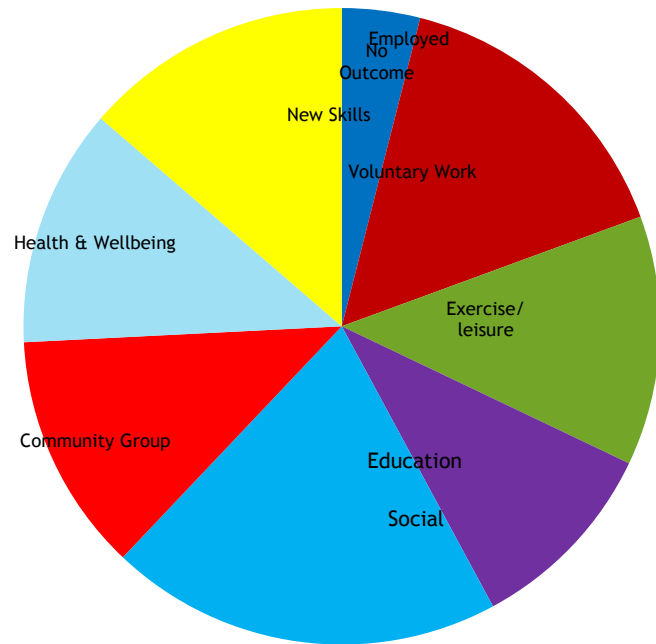
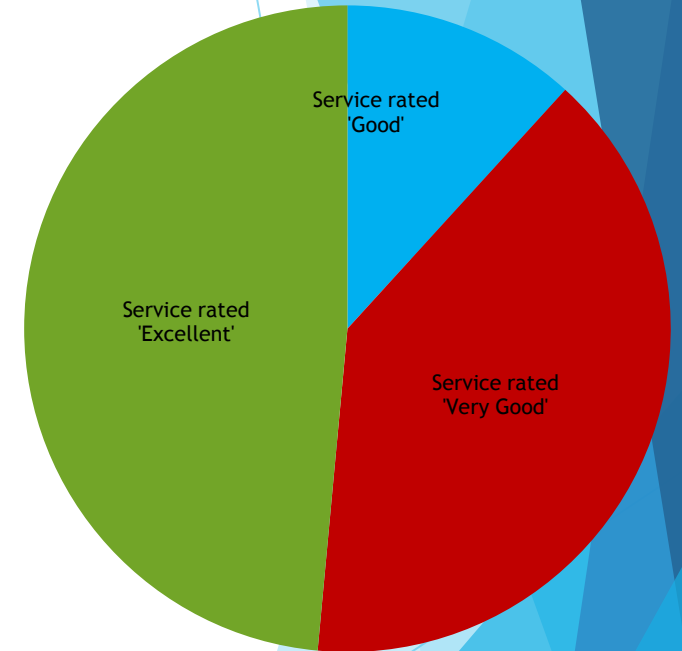
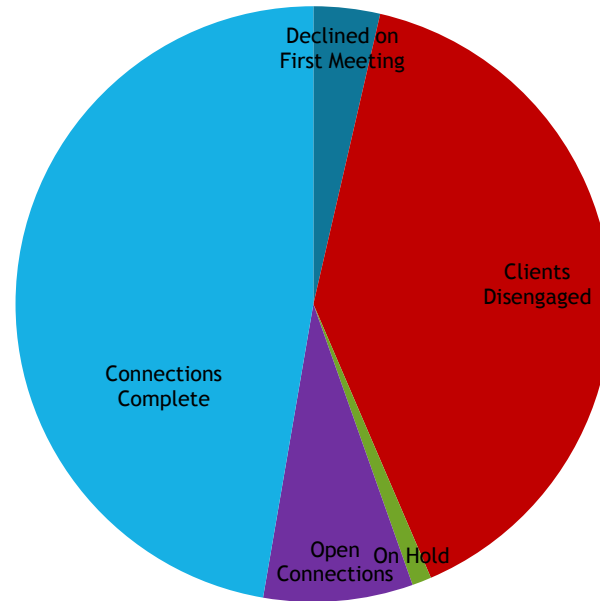
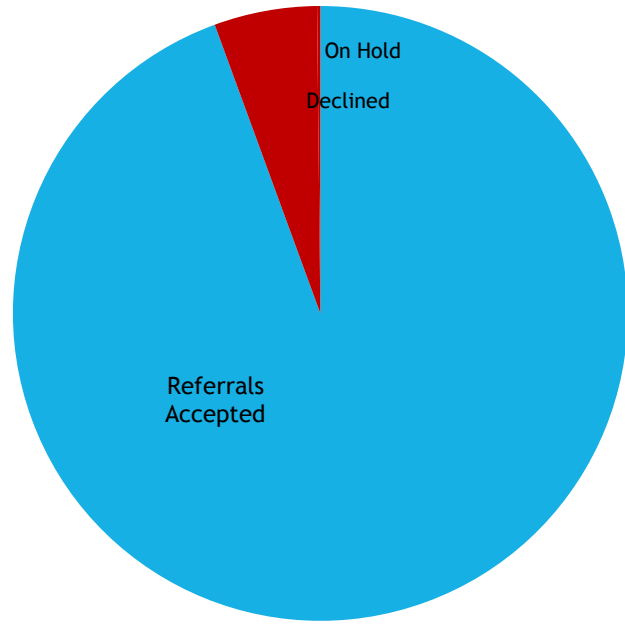




- Abuse or Neglect
- Cases other than Children in Need
- Disability
- Family dysfunction
- Family in acute stress
- Parental illness or disability
- PSR Learning Disability Support
- PSR Mental Health Support
- PSR Non-PSR
- PSR Physical Support
- PSR Sensory Support
- PSR Social Support
- PSR Support with Memory & Cognition
- Socially unacceptable behaviour
- Unknown

Connection Outcome by Age





DVD

- ▶ 3 Examples of successful outcomes.
- ▶ Dominic
- ▶ Olivia
- ▶ James.

Conclusion

- ▶ We have a dedicated team to drive the Community Connector service forward we are continuing to develop our working partnership with the Disability Employment team which enhances supporting people and maintains their wellbeing.
- ▶ The demand of the Community Connector service continues to grow throughout Derbyshire reaching above our expected targets.
- ▶ Prevention and enabling is the key to our work, helping people to meet their aspirations and dreams that maintains a persons wellbeing and combats loneliness. The long term aim is this will reduce the dependency on all social care and health services.
- ▶ As the service has developed and evolved, Connectors are now buddying people up of similar age and interests enabling them to form their own social groups ie Going to the pub, youth clubs and the cinema.

Continue

- ▶ Although some relatives have been sceptical of our service at the beginning they have genuinely been supportive and have moved on to recognise the benefits it has had their loved one but also their wider family.
- ▶ Engagements with employers, community groups, leisure service and education has provided acknowledgement and promoted 'breaking the barriers' within the workplace and within peoples own communities.
- ▶ We are looking forward to developing the service to providing a generic service. To older adult, people with LD being released from prison etc... Our first however will be to work with children's services to support children from the age of 16.