

Community Solutions Consortium

2020-2021

















Welcome...

Community Solutions Consortium is a group of eight voluntary sector health and social care providers and influencers operating in West Sussex. We believe that by working together we can each have a greater impact than we could alone.

The consortium is made up of eight well known, recognisable, connected organisations who provide on the ground support for people across West Sussex. We are: Aldingbourne Trust, Age UK West Sussex & Brighton & Hove, 4Sight Vision Support, Independent Lives, Healthwatch West Sussex, Citizens Advice West Sussex, West Sussex Mind, Carers Support West Sussex.

We specialise in working with older people, disabled people, people with learning disabilities, people with sensory impairments, people with mental health issues and family, friends, and carers.







1,300 Volunteers helped us in our work.





Between us we employed more than **800 staff** across a wide range of roles.

Our response to Covid-19

Consortium members all responded to the COVID-19 pandemic quickly and effectively, continuing to provide essential services despite the many challenges and evolving environment.

We utilised existing resources and embraced new technologies to ensure peoples continued wellbeing, for example, by establishing meal delivery services, or by providing support via video messaging platforms.

Resource management

Citizens Advice West Sussex adapted to focus resources on supporting vulnerable people, providing over 1,000 welfare calls and registering shielding people with hubs.

They delivered a winter hardship scheme across the county, providing over £200,000 of support to vulnerable families and individuals.

Independent Lives supported 568 employers to obtain emergency PPE and arranged vaccinations for more than 300 personal care assistants.

Increased demand

Age UK West Sussex saw an increase in clients contacting at the start of the pandemic by 250%.

Grassroots understanding

Healthwatch West Sussex worked to capture the community voice and better understand the challenges being presented by the pandemic at a grassroots level.

Counselling for young people

West Sussex Mind worked in partnership with Big Lottery Community Fund and Worthing Counselling Centre to provide free counselling for 16–25 year olds affected by the pandemic.

Digital Champions

Carers Support West Sussex supported carers to connect digitally and socially, reducing feeling of isolation and loneliness.

Over £13,000 was allocated to providing laptops and tablets to more than 85 carers. Carers were also supported through a network of volunteer Digital Champions.

Innovation

We are looking at ways to improve access to support and services. By doing things differently we believe that we can raise standards across the social care and health sector.

All members of the consortium embraced technologies and digital tools to continue and improve the services we deliver throughout the pandemic. From remote working tools to digital groups and meetings. Our collective culture of innovation was allowed to shine throughout the pandemic.

New referral tools

West Sussex Mind developed a new referral system allowing people to make referrals to their services through their website. They are currently receiving 85 referrals each month through this platform.

Home first

Independent Lives supported 531 patients to safely be discharged from hospital. Independent Lives supported them to go back home, offering them ongoing support to ensure they were able to remain independent.

Young people

West Sussex Mind developed an effective peer support offer for 16–25 year olds.

They created jobs for young people as peer support workers, digital, film & video interns and working on a new kickstart programme.

Bilingual counselling

Carers Support West Sussex supported 12 carers in accessing free, confidential, culturally appropriate and/or language matched counselling support.

Low Vision Assessments

4Sight Vision Support developed a virtual Low Vision Assessment tool. The tool assists people who are struggling with deteriorating low vision.

Being able to provide the assessment remotely has enabled blind and sight impaired individuals to remain independent and safe in their homes throughout the pandemic.

TechMate

Aldingbourne Trust

introduced TechMate,
enabling people to connect
remotely with staff and
support. The programme
helped to reduce isolation and
allowed safe support during
the pandemic.

Collaboration

We believe that we work better when working together. Collaborative working and thinking is at the heart of the Community Solutions Consortium.

All members of the consortium worked together and with others to achieve better outcomes for the people we support.

Makerspace

Aldingbourne Trust opened Makerspace – a community venue in Bognor Regis for people who want to learn skills and connect with their community.

Vaccinating carers

Carers Support West Sussex worked with organisations across Sussex ensuring that more than 50,000 carers had access to the Covid-19 vaccine.

Close partnerships

Age UK West Susssex worked in close partnership with district and borough hubs and delivered essential emergency services.

Community champion networks

Citizens Advice West Sussex worked with partners to develop a network of community champions. This allowed insight to be gained and shared on information such as covid, bereavement and financial issues.

Winter hardship

Citizens Advice West Sussex

worked with more than 50 partners across the county to ensure vulnerable families and individuals were supported.

Age UK West Sussex delivered 6,358 meals through the Winter Warmer Campaign.

Recording experiences

Healthwatch West Sussex worked with the voluntary and community support organisations in the county as well as Sussex Community Foundation to document the experiences within our communities.

This allowed the information to be presented nationally and was also lodged with the West Sussex Records Office for historical reference.