

Locality Response

North Lanarkshire Voluntary Sector

Community Solutions Programme

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North Lanarkshire Disability Forum

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Wednesday 25th June 2025



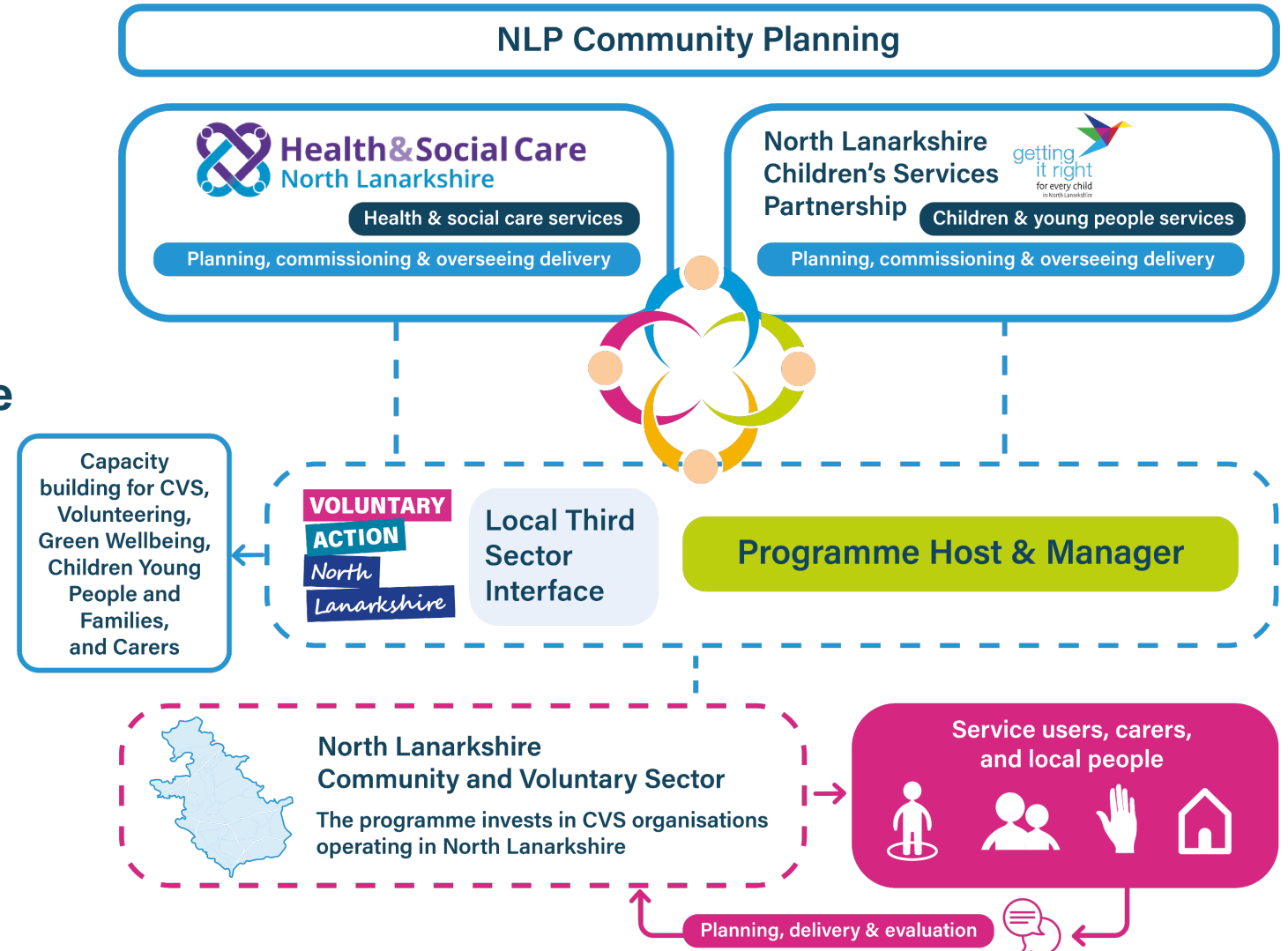
Community Solutions Programme



**COMMUNITY
SOLUTIONS**
Building Community Capacity
and Carer Support

Introducing Community Solutions

- Community Solutions is a successful, cross-sector health and social care investment and improvement programme for North Lanarkshire
- Established in 2012 as Reshaping Care for Older People
- Set up to improving people's health, wellbeing, quality of life and equality by investing in community-led initiatives which build community, family and individual strengths and resources - with a focus on prevention and early intervention



Community Solutions Approach

The Community Solutions Programme takes a holistic and integrated approach to health, wellbeing, quality of life and equality encompassing:

- Mental and physical health and wellbeing and their connection
- The social, economic and environmental influences on health, wellbeing, and equality and the actions needed to tackle these



Holistic and integrated approach

Strategic Investment Approach

Community Solutions takes a strategic investment approach which prioritises the following in line with UHSCNL's ambitions:

- Investment in health improvement, prevention, and early intervention activities, which reduce inequalities and protect human rights
- Investment in crisis and ongoing support, with a focus on recovery and re-enablement, self-directed support and self-management
- Cost-effective, community-based support and services provided by Voluntary Sector organisations
- Capacity building within the sector and wider community by supporting key 'anchor' organisations and volunteering to build the community infrastructure and capacity to support provision of good community-based support over time



Values

Community Solutions also takes a **value-based approach**.

Placing the person at the centre of the service, helping them to live their best life and supporting their human rights by:

- Actively listening and understanding their needs
- Supporting people to develop their personal resources and capabilities
- Helping them to develop and sustain supportive relationships and social connections



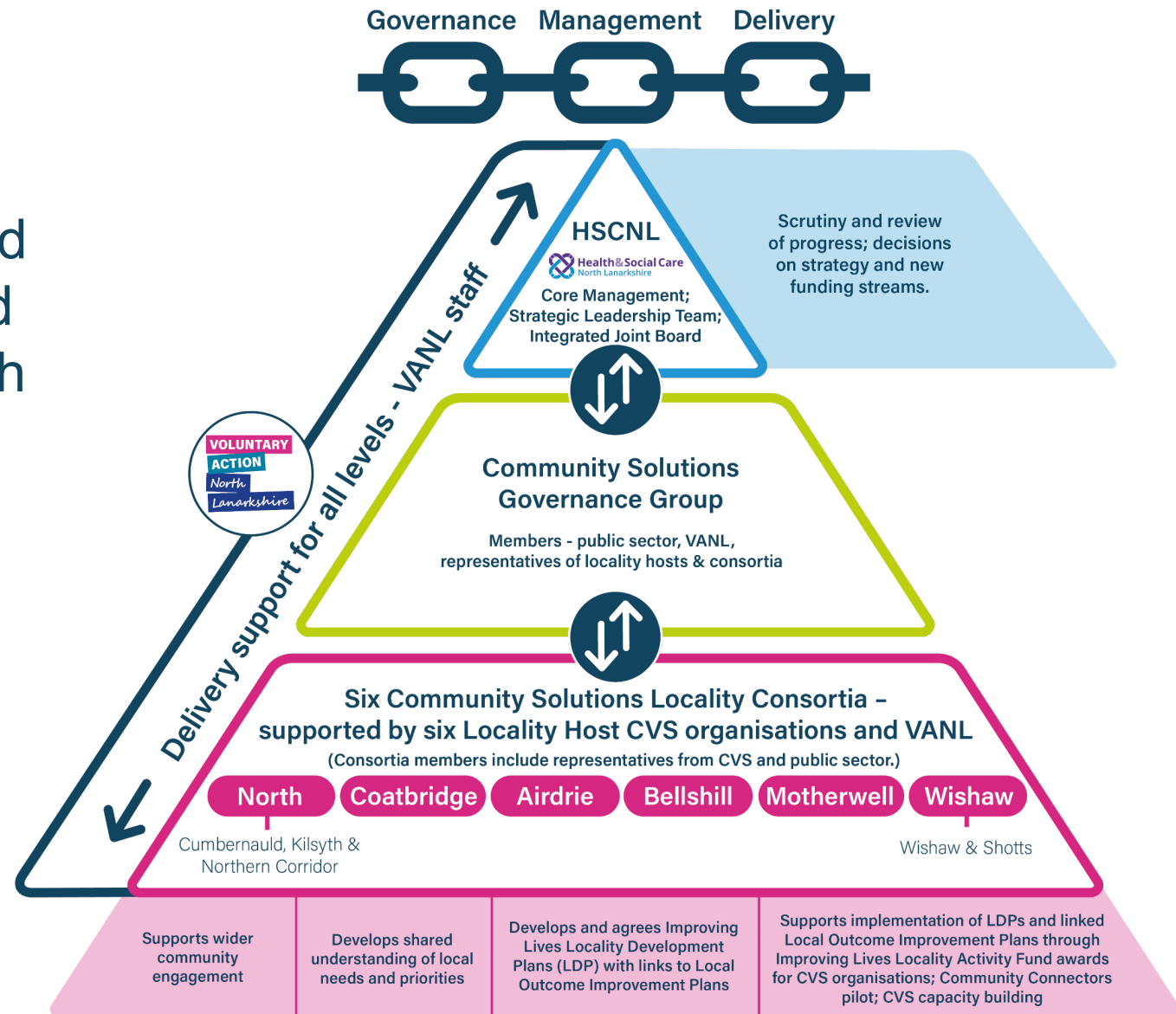
Collaborative working and co-production:

- To achieve goals and improvements where we develop equal relationships between people who use services and people who provide services – with support provided ‘with people’ rather than ‘to them’
- This means involving local people - including those receiving support - and service providers in the Voluntary and Statutory Sectors to facilitate a positive and participatory cycle of planning, delivery, evaluation, learning and continuous improvement



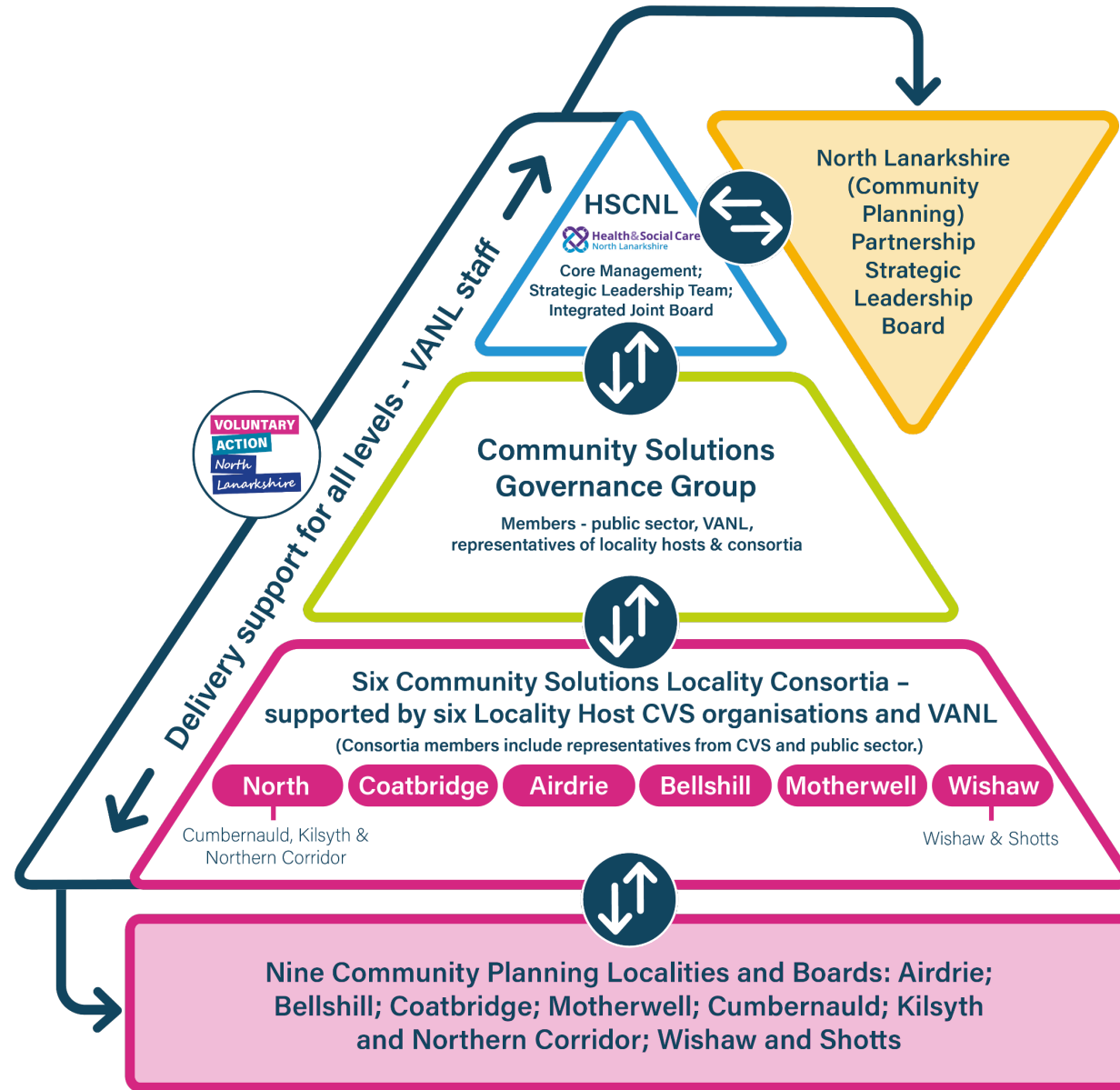
Community Solutions Governance & Management

Community Solutions is governed through a 'triple-lock' approach and supported and managed at both locality and North Lanarkshire-wide levels



Community Solutions and Community Planning Links

Community Solutions is an integral part of North Lanarkshire's Community Planning and Engagement landscape



Performance Management, Evaluation, Learning and Improvement (PMELI) Framework Overview

The Community Solutions (CS) Performance Management, Evaluation, Learning and Improvement (PMELI) Framework was launched in April 2023

The new Framework, which was approved by the CS Governance Group in November 2022, supports the following:

1.

Ongoing performance management, evaluation and reporting by funded projects on issues such as:

Reach in terms of numbers, types and location of people supported

Quality of support provided, including user satisfaction

Workforce and volunteering issues

Use of funds and additional funding secured

Outcomes for people receiving support

VANL staff provide support to funded projects so they can readily capture and provide this information through the following:

- VANL's Community and Voluntary Sector Evaluation guide – which is a brief, online introduction to evaluation for our sector with links to selected digital tools and resources and guidance on how to prepare personal stories and project case studies
- Guidance on capturing relevant performance information and measuring outcomes
- Templates and guidance on reporting

2.

Performance management and reporting for the programme as a whole, including:

Number of custodian funds being managed through the CS Programme

Number of funding awards made for each fund and overall

Total funding awarded for each fund and overall

Numbers, type and location of people supported for each fund and overall

Overview of outcomes achieved across all funded projects in each fund and overall

Satisfaction with support provided to funded projects

3.

Ongoing learning and improvement is also actively supported for each funded project, each fund, the programme overall and wider health and social care system supported by:

Regular improvement and learning events

Project case studies

Individual stories

Impact and Learning Reports



Community Solutions - 2023/24

Impact and Learning Flash Report



Community Solutions is...

a successful, cross-sector health and social care investment and improvement programme for North Lanarkshire. The programme – which was established in 2012 – aims to improve people's health, wellbeing, quality of life, and equality by investing in community-led initiatives which build community, family, and individual strengths and resources, with a focus on prevention and early intervention.

Many thanks to the funded projects which provided information and to the VANL staff who prepared this report.

Please see the [Community Solutions website](#) for the full Impact and Learning report for 2023-24

Outcomes

Outcomes reported are based on unique individuals



Achievements 2023-24



Over
£3.8m
of funding was managed through the Programme

Awarded funding to
238
projects, delivered by
93
CVS organisations

Supported
44.5k
unique individuals through Community Solutions funds

Delivered over
13k
activities



£138k in core programme hosting and management costs



94 projects through core funding (LAF and thematic funding)



13 projects through fixed term (non-recurring) funding



122 projects through other fixed-term funding



£128k funding for capacity building

20,631 people felt more connected, included and safe

24,750 people's health and wellbeing improved

15,019 people felt more informed and aware

8,056 carers felt more informed and aware

8,143 carer's health and wellbeing improved

5,923 carers were more able to have a life outside of caring

20,013 children and young people's health and wellbeing improved

9,055 family relationships were strengthened

10,475 children, young people and families became more resilient

Thank you Questions?



**COMMUNITY
SOLUTIONS**

Building Community Capacity
and Carer Support



Lorraine Van Beuge
Development Manager

A brief history

- We have been around since 1991
- An independent support for those living with long term conditions/disabilities and their carers.
- Providing up to date community information
- Linking into services and supports in North Lanarkshire
- Campaigning for the rights of those living with a disability.

We have been involved in the changes to Blue Badge, devolvment of disability benefits and fed into local strategic documents such as self directed support.

We have built up a positive reputation in North Lanarkshire

What do we do?

- Enabling people to access their community
- Supporting them to manage their own care and social needs.
- Offering information and guidance

Empowering people in North Lanarkshire

OUR MISSION STATEMENT

We aim to provide up-to-date information that supports people with a disability and their carers to live as independent a life as possible. We offer support that promotes good mental, physical and emotional wellbeing.

We aim to help empower people to have choice and control.

"It's great that there are people out there who understand what it's like to be in my situation"

Improving Lives Initiative



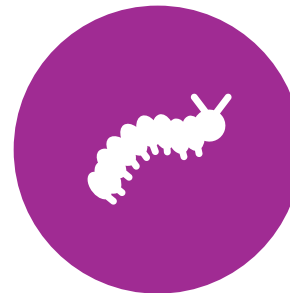
Learning from previous commissioned work through the Inspiring Scotland Support in the Right Direction fund. (SiRD)



A joint investment between UH&SCNL and Macmillan Cancer Care.



An insightful approach to place the ILI programme within the 3rd sector.



NLDF already demonstrating a 'light touch' 'early intervention' approach.

The approach

10
community
connectors

Dual role
ILI/ICJ

Across 6
localities

One anchor
organisation

Benefits

Challenges

A day in the life of a community connector



An enabling approach



Impact 2024-2025 (1st Year)

In North Lanarkshire we received 1620 referrals across the ILI and ICJ services.

840 long term condition referrals and using the Scottish Index of Multiple Deprivation SIMD for short 652 were in SIMD 1&2 areas.

780 were ICJ referrals with 499 of them in SIMD 1&2 areas, so we are reaching the highest areas of deprivation.

Moving forward



FUTURE
PLANNING/SUSTAINABILITY








COLLABORATION








COMMUNITY INVOLVEMENT
& INCLUSION – PEER
SUPPORT.

Feedback

"You have helped us all so much"	STORY HAS A RESPONSE 	Response 3 months ago
About: Community Services / North Lanarkshire Disability Forum		
"Help with filling in forms"	STORY HAS A RESPONSE 	Response 3 months ago
About: Community Services / North Lanarkshire Disability Forum		
"Our path to assistance"	STORY HAS A RESPONSE 	Response 3 months ago
About: Community Services / North Lanarkshire Disability Forum Hospital Wishaw / Outpatients Physiotherapy		
"I just have to say what a wonderful service this is"	STORY HAS A RESPONSE 	Response 3 months ago
About: Community Services / North Lanarkshire Disability Forum		
"Excellent care and attention"	STORY HAS A RESPONSE 	Response 3 months ago
About: Community Services / North Lanarkshire Disability Forum		

This story has had a response from a subscriber

▼ Story	▼ Progress	▼ Activity
"Help with filling in forms"	STORY HAS A RESPONSE 	Response last month
About: Community Services / North Lanarkshire Disability Forum		
"An essential service"	STORY HAS A RESPONSE 	Response 2 months ago
About: Community Services / North Lanarkshire Disability Forum		
"Really good with help"	STORY HAS A RESPONSE 	Response 2 months ago
About: Community Services / North Lanarkshire Disability Forum		
"Has helped me so much over the last few months"	STORY HAS A RESPONSE 	Response 2 months ago
About: Community Services / North Lanarkshire Disability Forum		
"Life changing"	STORY HAS A RESPONSE 	Response 2 months ago
About: Community Services / North Lanarkshire Disability Forum		

Thankyou

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