

Examples of local area coordination in the community

- 1) A journey of a LAC walking alongside people concerned two siblings who shared a property. They had their own challenges and by sharing the principles of natural authority, choice and control, citizenship, lifelong learning and networks it demonstrated the impact of community support and self-determination in overcoming challenges related to health and social isolation. Through building trust and accessing local resources, one sibling has rediscovered their strengths and found meaningful ways to contribute to their community. In this situation the LAC was able to support both siblings in different ways which were unique to them, such as:
 - Introduction to support and personal goals
 - Building community connections: with encouragement, one joined a local support group and began participating in social events, which helped them feel more accepted and confident in their community.
 - Volunteering and strengthened relationships: volunteering at the local library and reported a stronger relationship with their sibling, finding joy and a purpose in their community.

One of the siblings has significant health conditions, but the need to rely on more formal services has been reduced and delayed as the siblings are now active members in their own community and have found ways of accessing the support they need when they need it.

- 2) A LAC was introduced to an older resident by a health professional as they were feeling lonely and isolated due to being less mobile due to knee operations. The LAC visited and talked about what the person wanted to do, by asking questions and supporting the person to find solutions to their situation. Using the principles of choice and control, natural authority and working together the person decided that they wanted to get out of the house more and interact with their community. This proved to be challenging due to the pavements near the home to be not suitable for a wheelchair. The person wanted to gain confidence and strength so was introduced to the Move Together programme and was given exercises to do at home. On one visit the resident had made the decision to sell the property and move to extra care housing. This decision was made after conversations with the LAC had given them the opportunity to reassess their situation. As a result, the resident was able to:
 - Use their voice to make the changes that they wanted to live the life they desired
 - After an Occupational Health assessment, the recommended alternations to their home were not required.
 - Felt safe that they would get the care they needed whenever this was necessary

This resident was able to make the decision about their own situation about how they wanted to continue to live their life.

- 3) A person was introduced by the GP as they were using appointments to discuss their low mood caused by their domestic situation. The person was in a relationship which had come to an end, but they were both still living at the property. They had an autistic child and both worked. One parent met the LAC in the community and

shared the challenges of their living arrangements, combined with caring for a child with SEND. By using the principles of information, choice and control and working together they were able to think of ways to improve their situation, by seeking support for housing options, accessing information to provide care for the child in school holidays, talking through employment options before going to their employer to ask for flexible working arrangements and eventually where to access legal support for divorce proceedings. The parent's first language wasn't English and was having difficulties understanding the different options and services that were available. As there is no time limit to accessing LAC the person was able to take their time, ask questions and be supported while going through a separation.

As a result, the parent no longer needs to visit their GP, has learned how to access resources and where to find information and as such will be moving into a new property soon.

- 4) A resident was introduced to a LAC by a debt charity. The person had recently been bereaved and had endured many years of domestic abuse to the point where they had become reclusive, extremely anxious and struggled to leave the house. The LAC met the person in the community and over time built trust and understanding with the person where they shared what life had been like for them. By using the principles of natural authority, choice and control, community, networks and by walking alongside the person at their pace, a relationship developed that allowed the person to start to seek out opportunities to meet new people and start to get to know the community where they lived. The resident gained confidence and self esteem and is now able to voice what they want to achieve, they have support to help around the house, to look after their pet and help with paying bills and other aspects of their life which they had not had to think about before. As such this person is now:

- Accessing their community, making friends
- Able to sort out their financial situation thus maintaining their tenancy
- Keep their pet as they were under pressure to rehome it
- Accessing other support and information

Without LAC this person may not have had the confidence to seek out friendships and other resources; by building trust and taking time the resident is now living the life they want, how they want to live it.