


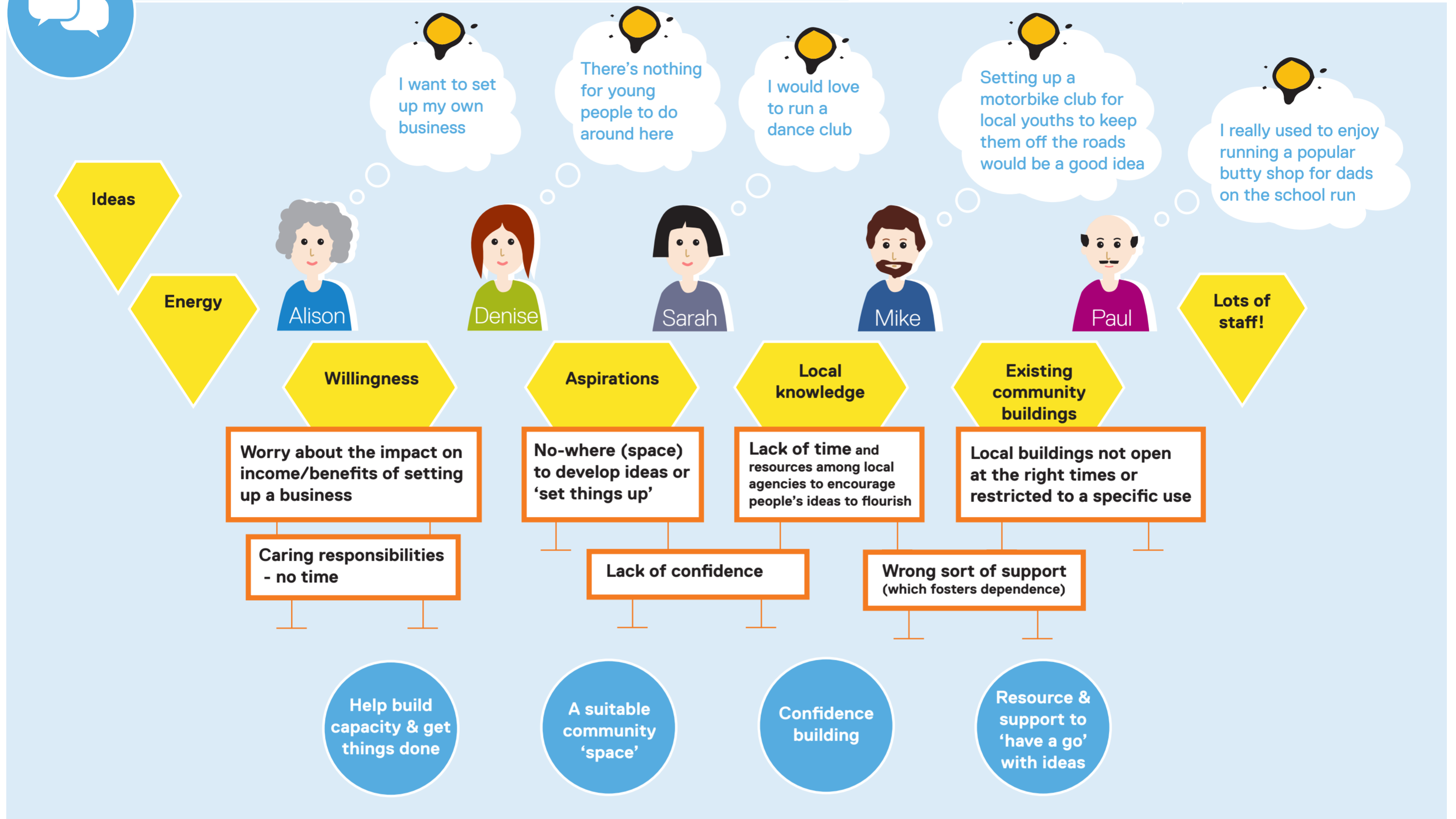


# FOR COTMANHAY BY COTMANHAY

 UNTAPPED RESOURCES	→ Good ideas → Aspirations
 BARRIERS	→ Lack of knowledge → Confidence to make these ideas a reality
 NEEDS	→ Help to build capacity and get things done → Resources to 'have a go' at the good ideas they have

## What have we learnt from people in Cotmanhay



## What families told us would make a difference



## What have we learnt through prototyping



**FAMILIES NEED**

A welcoming 'place' where you can 'just go' regardless of who you are, your age and what you are interested in.

**EVERYONE NEEDS**

A space to collaborate and test ideas with people who listen

**EVERYONE NEEDS**

The right support to grow confidence and make things happen

**FAMILIES NEED**

Good quality local intelligence about what works locally

**STAFF NEEDS**

Time to get things off the ground and prove that change can happen!

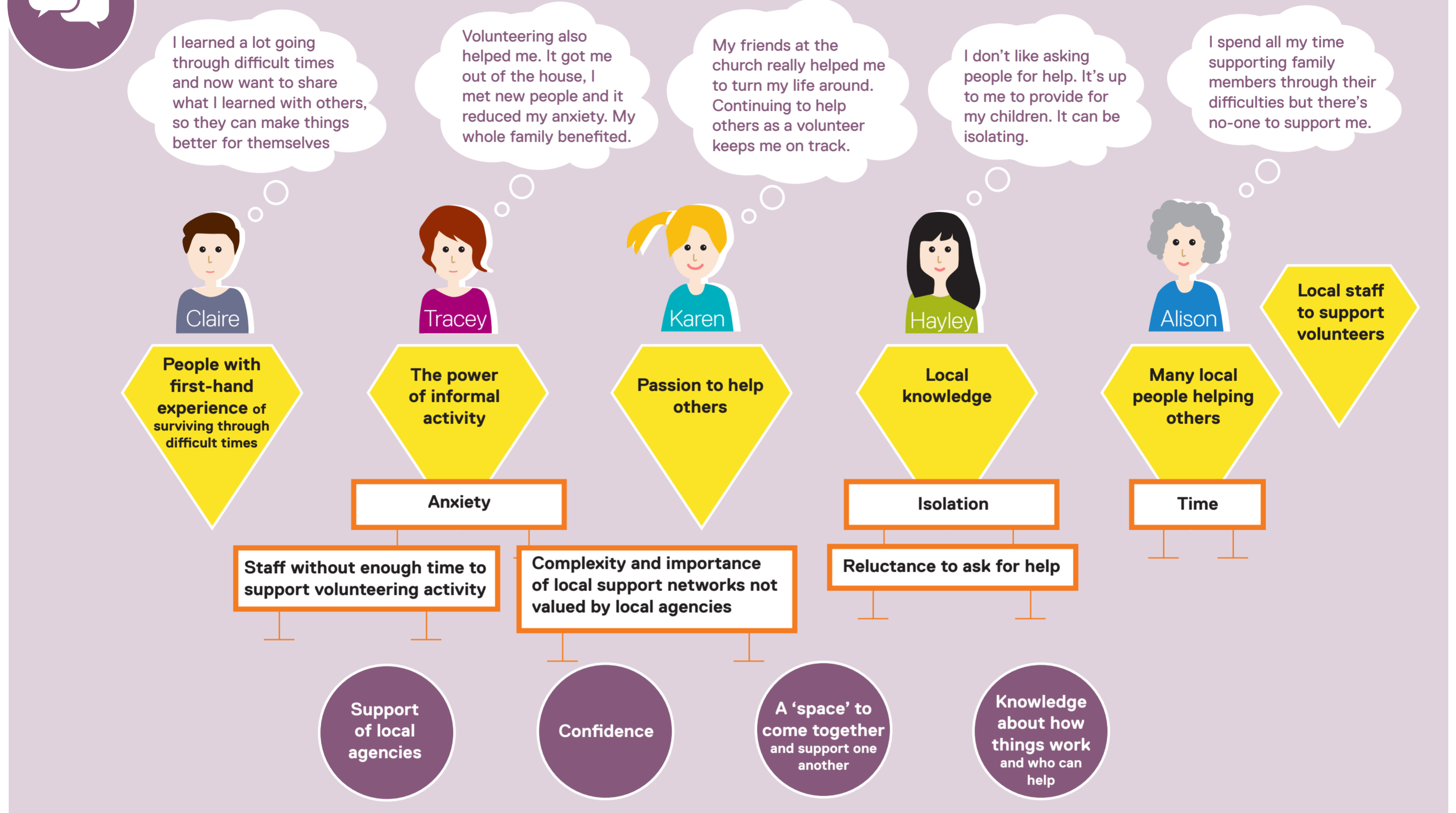
**EVERYONE NEEDS**

A feeling of being a part of something amazing!

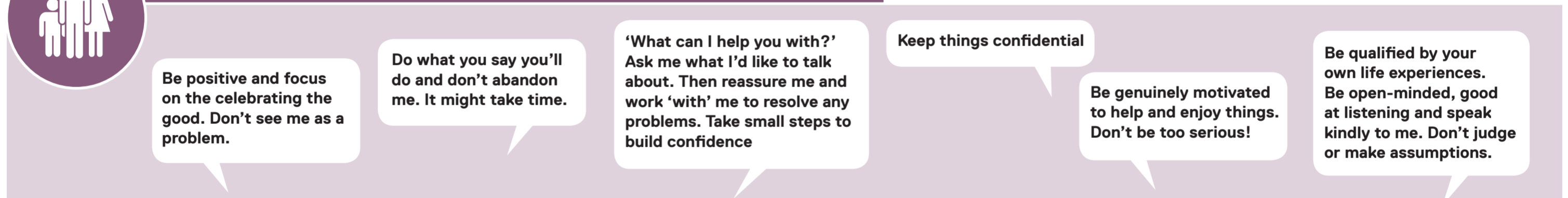
# FAMILY TO FAMILY

 UNTAPPED RESOURCES	→ Passion to help others → Local knowledge
 BARRIERS	→ Reluctance to ask for help → Lack of time to support volunteering activity
 NEEDS	→ Community focused services, designed by local people → Support of local agencies

## What have we learnt from people in Cotmanhay

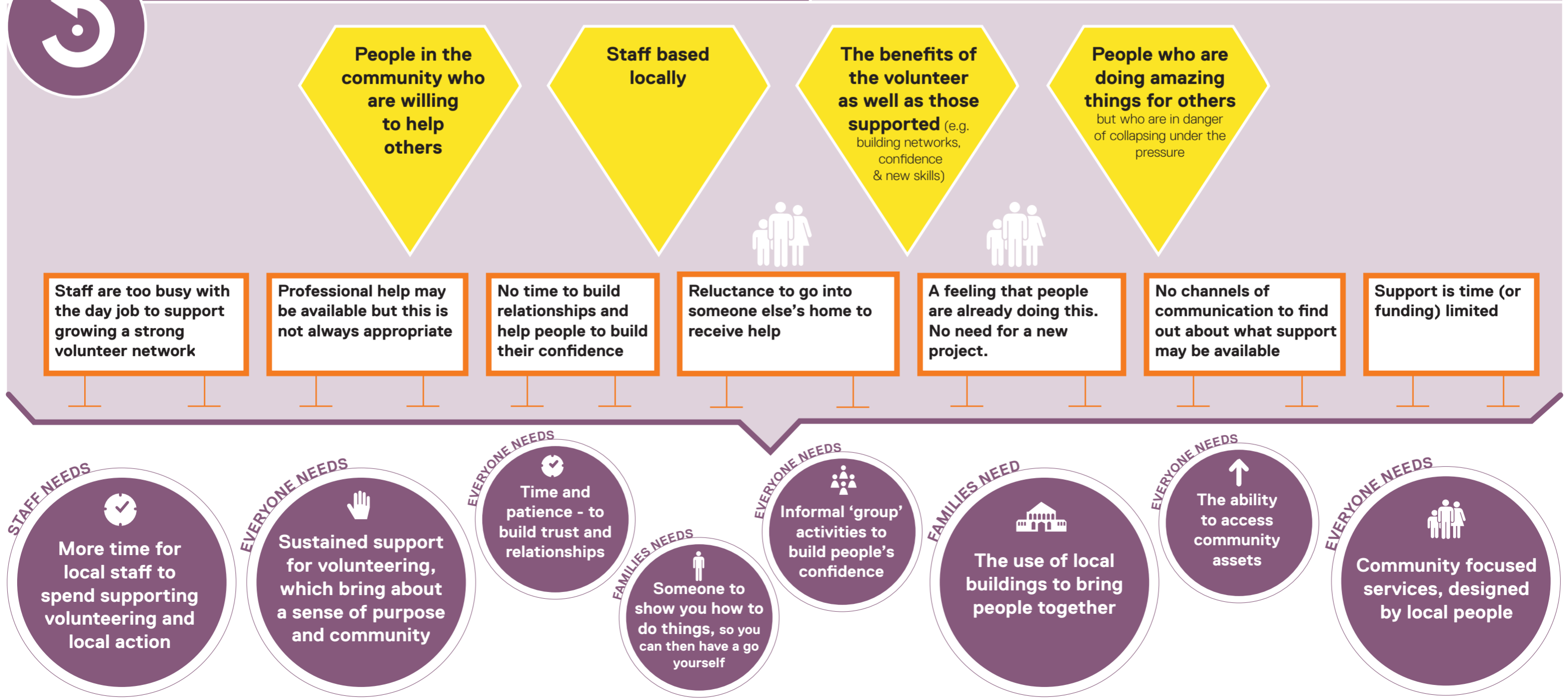


## What families told us would make a difference






## What have we learnt through prototyping

...the idea of having neighbours who you could go to for advice



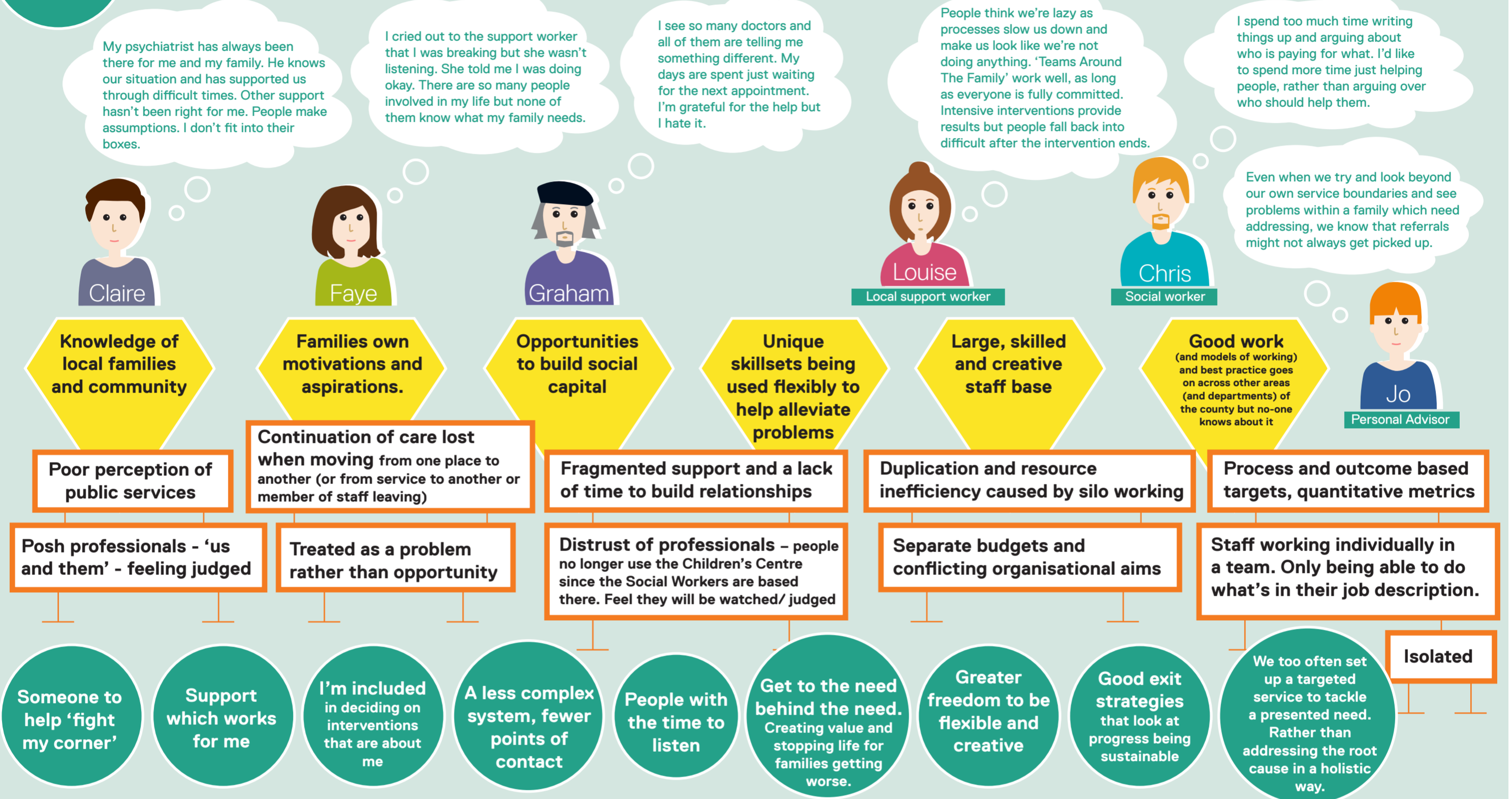
# CONNECTED TEAMS

 UNTAPPED RESOURCES	→ Skilled and creative staff → Families aspirations
 BARRIERS	→ Poor perception of public services → Organisational culture
 NEEDS	→ Buy-in from senior officers and leaders → Better information and communication about what can help

## What have we learnt from people in Cotmanhay

### FAMILIES

### STAFF



## What families told us would make a difference

- Judgemental attitudes and not listening perpetuate the 'us and them' feeling.
- Continued support, with understanding empathy, exploring problems and feelings and making joint plans for improvement.
- Support should be genuine and positive.
- Community focused solutions offering informal support, and taking small steps
- Trust and honesty is needed. Admit mistakes and keep people informed. This sort of honesty means a lot to people.

## What have we learnt through prototyping



- STAFF NEEDS:** Greater links with community, and tapping into local knowledge
- EVERYONE NEEDS:** Better information and communication about what can help be accessed
- FAMILIES NEED:** Services which tackle whole-family/ community problems not just single issues or individuals
- FAMILIES NEED:** On-going contact after the support period has ended
- STAFF NEEDS:** Joint commissioning and procurement, based on the needs of people in Cotmanhay
- STAFF NEEDS:** Buy-in from senior officers and leaders