# Brokerage and New Models of Care

August 2026

***Living better lives in Lancashire***



Lancashire County Council

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Living Better Lives in Lancashire

Co-Production

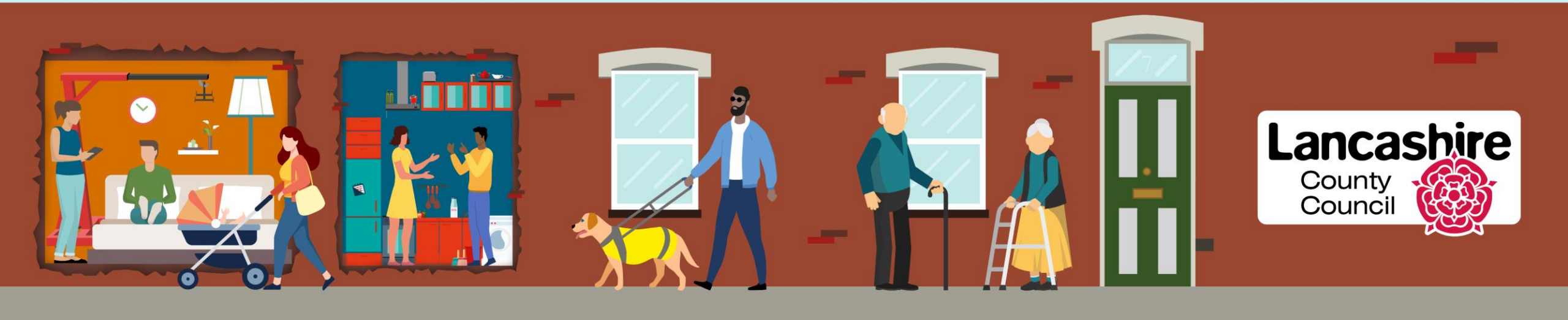
Models of Care

Brokerage

Q&A



# 1. Living Better Lives in Lancashire

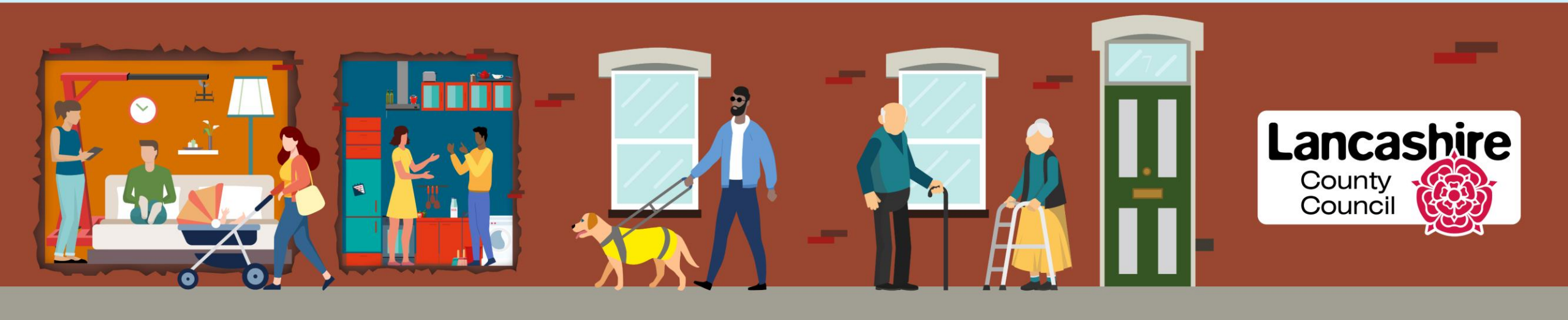


# 1. (insert title)

- Helen Q pages



# 2. Co-Production



# Co-producing the future Models of Care

## What we did, what people told us and how the model needs to change

### OUR CO-PRODUCTION JOURNEY

**700+** voices and experiences → **185** ideas for improvement → **WORKED** together to challenge → **AGREED** shared priorities → **SHAPING** future Models of Care

### What people told us

- Clear information and one joined-up journey
- Independence, choice and control
- Care about people, not just for people
- Carers recognised and supported as partners
- A good home, relationships and community life

### What matters most

- BE HEARD
- LIVE MY LIFE
- CHOOSE & CONTROL
- STAY CONNECTED
- RIGHT SUPPORT
- GOOD HOME

*"People are experts in their own lives."*

### What needs to change

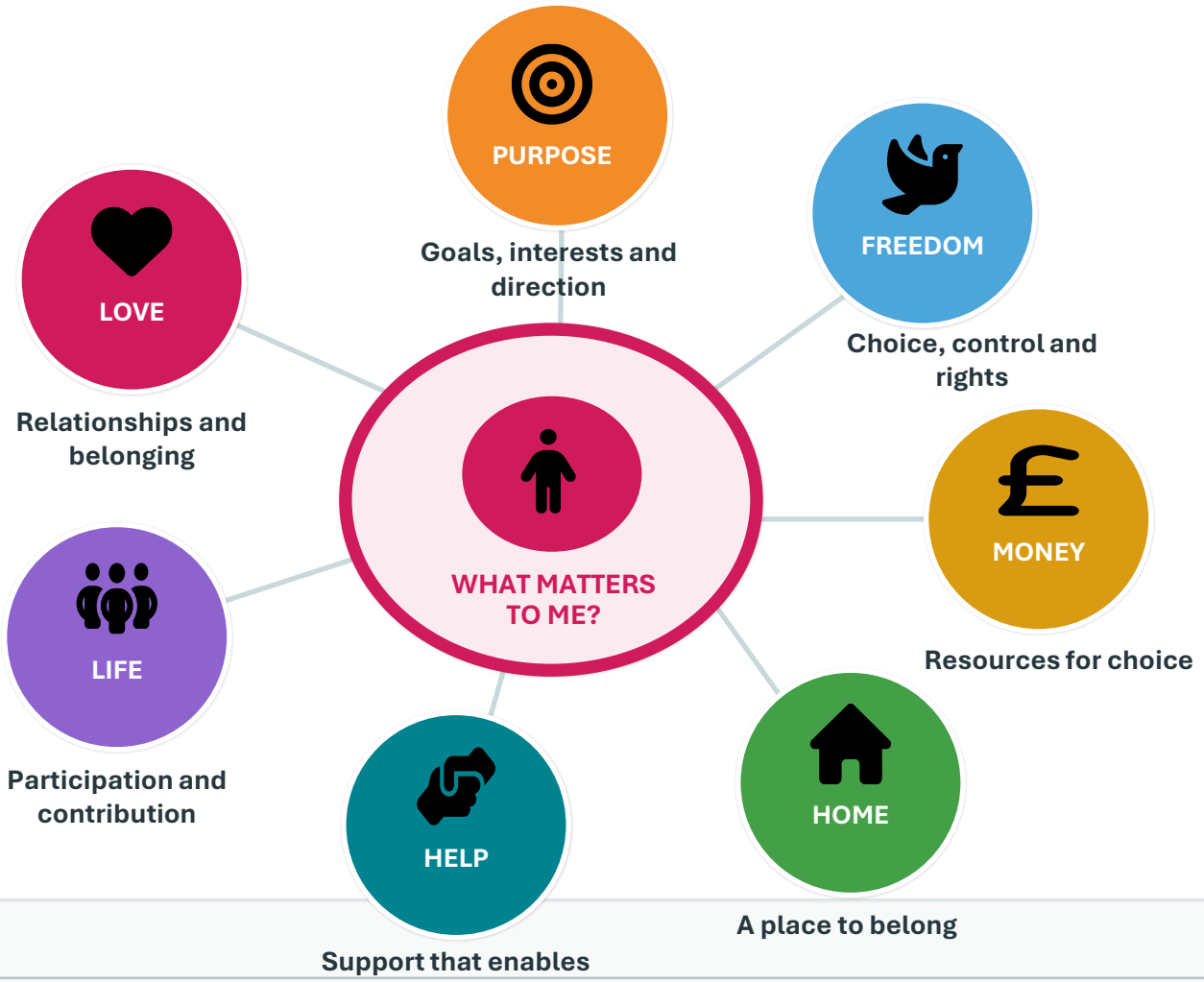
- Simpler access, better updates and coordination
- Plan with people and carers as equal partners
- More local, community-based opportunities
- Skilled, consistent and responsive support
- Lived experience shapes quality and improvement

**FROM services organised around systems → TO support organised around people, strengths and aspirations**

# The 7 Keys to Citizenship

**A practical model for understanding what matters to a person and what supports a good life**

## Look beyond services and explore the whole life




## HOW TO USE THE MODEL

### Start with a conversation, not a service

**ASK**
Explore each key using the person's own words.

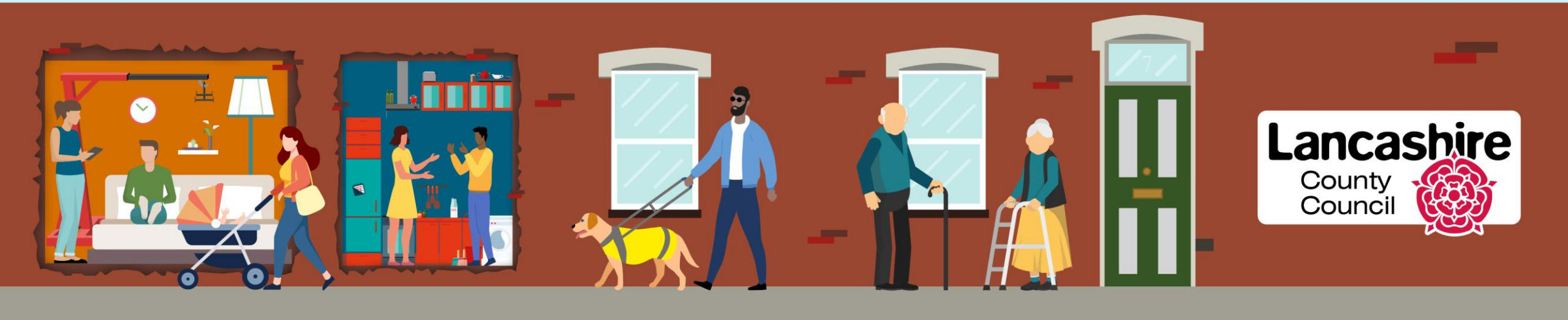
**UNDERSTAND**
Notice strengths, aspirations, relationships and barriers.

**PLAN**
Agree outcomes and opportunities that build a good life.

**CONNECT**
Use personal, family and community assets first, then fill gaps with formal support.

***The person is the starting point.***

# 3. Models of Care



# The road to New Models of Care

**A visual explanation of the shift we are making. Lancashire Council as the anchor for all services, stewarding the market, leveraging our position and assets to support innovation and facilitating the VCFSE to step in to create resilient communities.**










### 1 Where are we now?

**Complexity and service led responses**

People often start in a tangled system where support is defined by existing service pathways rather than by community and individual strengths.

### 2 Develop communities

**Invest earlier and locally**

Add resources to the VCFSE and community offer so people can access trusted support earlier, closer to home and before needs escalate.

### 3 Community first model

**Safety net when needed**

A clearer route: community support prevents escalation, statutory support overlays where required, and the Council acts as anchor and safety net.

**Shift from prescribed provision to community-powered prevention, with statutory adult social care wrapped around people when it is needed.**

# MODEL OF CARE OUTCOMES

INDEPENDENCE | WELLBEING | CONNECTED COMMUNITIES | PREVENTION | MEANINGFUL LIVES



## PERSON-CENTRED CARE

Supporting people to live independent, connected and meaningful lives



### FLEXIBLE SUPPORT & PREVENTION

- Rehabilitation
- Reablement
- Respite
- Early Help
- Carer Support
- Independence
- Changing Needs

### COMMUNITY & MEANINGFUL LIVES

- Activities & Engagement
- Community Connections
- Volunteering
- Learning
- Transport
- Day Opportunities
- Reducing Isolation

### WORKFORCE & SKILLS

- Recruitment & Retention
- Staffing Capacity
- Training & Development
- Specialist Skills
- Leadership Visibility
- Workforce Wellbeing

### COMMUNICATION & PARTNERSHIPS

- Family Engagement
- Community Awareness
- Digital Tools
- Signposting
- Social Prescribing
- Partnership Working
- Information Sharing

**RELATIONSHIPS ARE CENTRAL** — Trust • Compassion • Respect • Teamwork • Listening • Partnership

**CAPACITY MATTERS** — Time • Staffing • Skills • Resources • Funding

**CULTURE MATTERS** — Leadership • Inclusion • Recognition • Learning • Collaboration

## PREVENTION • WELLBEING • INDEPENDENCE

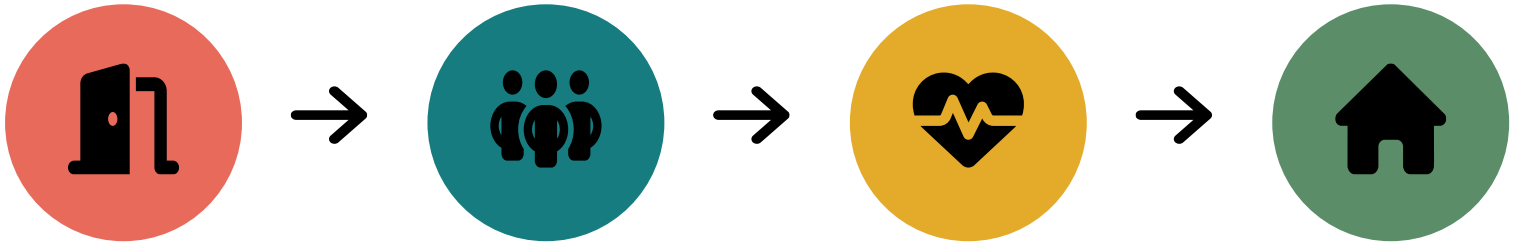
STRENGTHS-BASED PRACTICE

# Prevention: invest earlier, improve lives, reduce demand

**A community-powered approach to help people stay independent, connected and safe**

## A clearer customer journey

Visible community options at the front door and in neighbourhoods



**Earlier access**
Advice, CAS, WES and digital routes

**Community support**
VCFSE, carers, peers and connectors

**Prevent escalation**
Early help, OT, reablement and safety

**Live well**
Independent, resilient and connected

**£ THE CORE PROPOSITION**

**£3.17**

**average saving for every £1 invested in prevention**

**Dedicated Prevention Fund**

Open, relational and outcomes-focused grant prospectus

## Seven connected prevention priorities

- Early intervention & reablement
- Social isolation & resilience
- Unpaid carers
- Relational community support
- Mental health, LD & autism
- Transitions to adulthood
- Safety, safeguarding & trauma-informed support

# 3. Front door/Assessment/Review

- Helen Q



# Our Model of Care

1. Village Agents and Microproviders
2. Community hubs
3. Carers support
4. Supported living
5. Extra care housing

COMMUNITY HUB

## Our customer journey

1. Website information and advice
2. Lancashire Service Finder
3. Volunteer and peer support
4. Talk to us (call or chat)
5. Assessment and care planning
6. Safe, high-quality formal care
7. Ongoing care and support

1. Reablement and recovery
2. Specialist in-house provision
3. Health and wellbeing



**Agnes**

Lives with dementia in a home that supports her wellbeing and keeps her connected to her family and community.



**Nick**

A carer for his wife. He has access to the right support close to home, so he can have a break and stay sustainable.



**Mohammed**

Lives locally, has good support and is building the skills and confidence to work and follow his interests.

# From care navigation to strengths-based brokerage

**Planning a good life with the person, then filling any remaining gaps with commissioned support**

## MOVING AWAY FROM

### Transactional care navigation

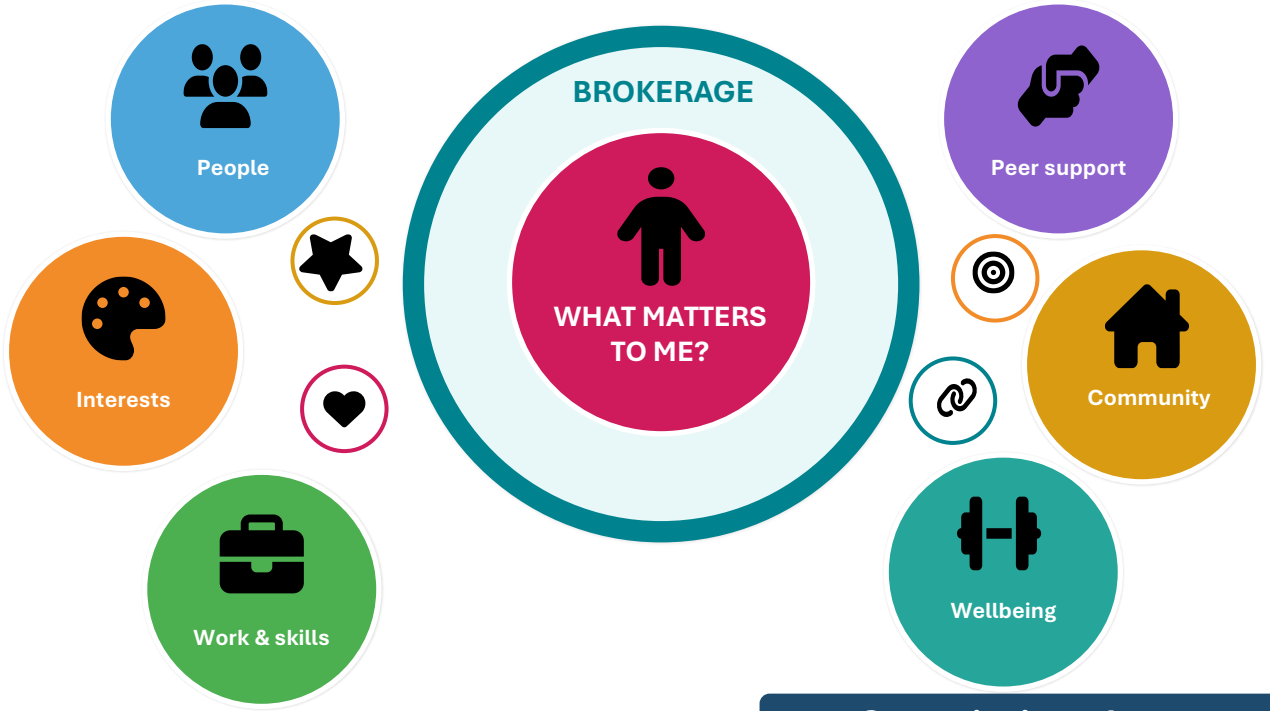
- Assess need
- Find a service
- Slot into provision

*Services are the starting point*

## THE NEW BROKERAGE FUNCTION

### Start with the life the person wants to live

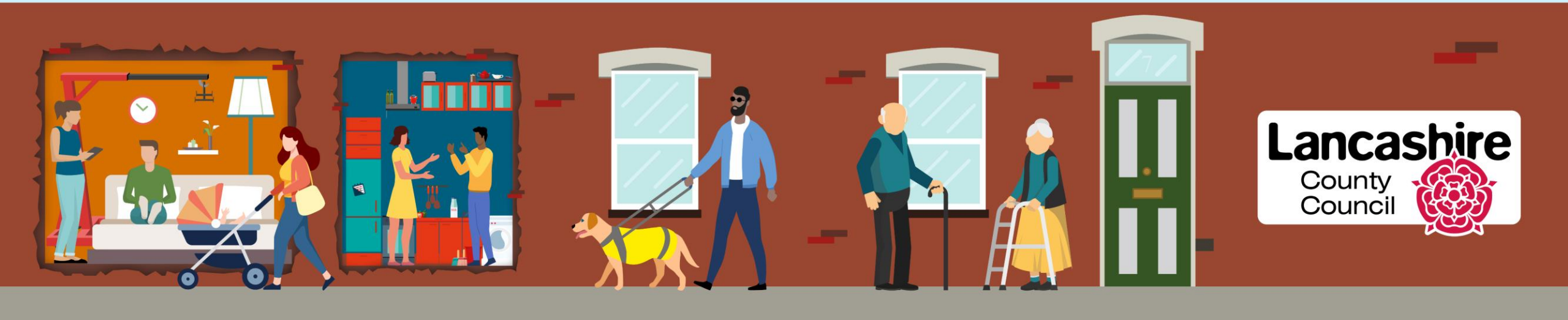
- Listen
- Plan together
- Connect
- Review




**COMMUNITY FIRST → STRENGTHS FIRST → SERVICES WHERE NEEDED**

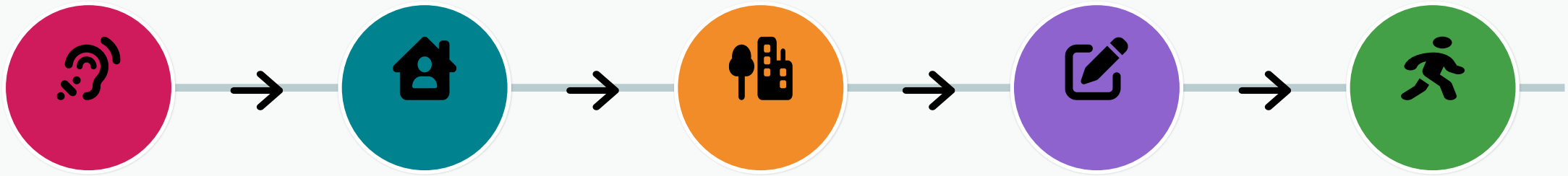
**The person, not the service, is the starting point.**

# 4. Brokerage



# The new Brokerage journey

**From understanding the person to enabling the life they choose**



### Listen & understand

Contact the person. Explore strengths, goals, relationships, routines and what matters most.

- What matters
- Strengths
- Important people
- Goals

### Visit & explore

Where helpful, visit the person in their current or new home and learn in context.

- See the place
- Talk together
- Understand routines
- Test what works

### Connect & build

Explore family, friends, community options, interests, employment, learning and wellbeing.

- Interests
- Work & skills
- Wellbeing
- Natural support

### Design together

Agree outcomes, roles and support. Fill remaining gaps with commissioned services.

- Person-centred plan
- Personal outcomes
- Shared actions
- Review points

### Live the life chose

The person lives where they choose, doing what they love, with the right support around then

- Chosen home
- Loved activities
- Relationships
- Independence

**OUTPUT: a new person-centred support plan, designed with the person and grounded in the life they want**

**COMMUNITY FIRST → STRENGTHS FIRST → SERVICES WHERE NEEDED**

*The broker plans alongside the person, not around available provision*

# 5. Q&A

