

# Standards for Community Living

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There are many definitions of 'community' and no agreed definition of 'a good community life'.

For organisations that want to help people have a good life in the community, it can be hard to know how successful they are.

These draft standards are a first attempt to give some shape and definition to success. We hope you will help us to improve them by suggesting changes.

There are two parts to the standards:

- 1. Outcomes for people**
- 2. Processes – what supporters do**

# 1. Outcomes for people

Strong friendships and successful relationships make us happy<sup>1</sup>. These eight standards represent the outcomes we want in our lives in community.

They can be used by services to assess how well they are meeting people's needs in their lives in community. They should not be used to assess how well individuals themselves are performing. Rather, they can help an individual and their supporters to begin a discussion on the person's life in the community and then to decide what issues need to be addressed and how.

Each standard is broken down into indicators that provide evidence of whether that standard is being met. These are just a guide. Spaces have been left for additional indicators, which relate to particular individuals.

## When using the tool it is important to:

- \* establish a baseline  
– describe what the situation is now
- \* measure progress over time
- \* examine links between the actions taken and the progress made.

The relationship map<sup>2</sup> is useful for gathering information about who is in an individual's life and assessing progress over time.

## The 8 standards

1. I have people who love me and I love
2. I have friends and I have chosen them
3. I contribute to my local community
4. I know people in my neighbourhood
5. I know people who share my interests
6. I am a citizen
7. I feel valued and included
8. I can follow my religious and cultural beliefs in my community.

## Standards Tool

Standard	Indicators	What's working	What's not working	Ideas for Improvement
<b>1</b> I have people who love me and who I love	There are people in the intimacy circle in the relationship map (who do not use services)			
	Family members/close friends who visit/phone/email often and are actively part of my life			
	People to celebrate with in times of joy			
	People to turn to in times of sadness			
	I take part in family events (celebrations, holidays etc)			
	I have a circle of support that meet regularly to help me think about how I want my life to be and make changes with me			

Standard	Indicators	What's working	What's not working	Ideas for Improvement
<b>2</b> I have friends and I have chosen them	There are people in the intimacy circle in the relationship map (who do not use services)			
	I go out regularly at times that suit me with people I have chosen as friends (and who aren't paid to be with me)			
	I regularly spend time on my own with friends			
	I have people to laugh with			
	I communicate with my friends regularly (phone, email, letters, cards etc)			

Standard	Indicators	What's working	What's not working	Ideas for Improvement
<b>2</b> continued	I invite friends to my house when I want to for meals, parties etc			
	I have some friends the same age as me			
	I have friends who do not use the same services as me			
	I get invited to see my friends			

Standard	Indicators	What's working	What's not working	Ideas for Improvement
<b>3</b> I contribute to my community	I am a member of a local group(s)			
	I help out at community events			
	I shop locally			
	I employ local people			
	I work/volunteer locally			
	I am as busy as I want to be			

Standard	Indicators	What's working	What's not working	Ideas for Improvement
<b>4</b> I know people in my neighbourhood	I know neighbours/local shopkeepers by name			
	My neighbours and I help each other out when we need to			
	People stop and chat to me in the street			
	I know what is going on in my community			

Standard	Indicators	What's working	What's not working	Ideas for Improvement
<b>5</b> I know people with common interests	I know people who share my hobbies and passions			
	I go along to clubs or meetings with other people who share the same interest			

Standard	Indicators	What's working	What's not working	Ideas for Improvement
<b>6</b> I am a citizen	I use my political rights. For example, I: vote, am a member of a political party, take part in consultation processes in the community, am on a community forum, am a member of a campaign.			
	I am seen as a full member of the groups I'm in.			

Point 6 continued over →

Standard	Indicators	What's working	What's not working	Ideas for Improvement
<b>6</b> continued	I use my social rights. For example, I: am free to get married or have a civil partnership (with someone of the same sex), travel as I want and go where I please.			
	I use my economic rights. For example, I: get at least the minimum wage in my job, am a member of a trade union, get the benefits I'm entitled to.			

Standard	Indicators	What's working	What's not working	Ideas for Improvement
<b>7</b> I feel valued and included	I feel like I belong here			
	I think people know me and respect me for who I am			
	Overall I feel happier than I used to			

Standard	Indicators	What's working	What's not working	Ideas for Improvement
<b>8</b> I can follow my religious or cultural beliefs in my community	I am able to attend a local place of worship if I want to			
	I know people locally who share the same beliefs as I do			

## 2. What supporters do

There is much that supporters can do to influence positive outcomes for individuals. The following eight process standards can be used by services to promote successful community living for the individuals they support.

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|---|--|--|
| <p><b>1.</b> The task of connecting people is central to the service's purpose</p>  | <p><b>3.</b> The service has an in-depth knowledge of the community in which it operates and is well-respected in that community</p> | <p><b>6.</b> The service is designed to promote community connecting</p>   |
| <p><b>2.</b> Staff at all levels of the service have a theoretical understanding of community connecting which informs their practice and they have opportunities to develop their learning</p> | <p><b>4.</b> The service makes a contribution to its local community</p>   | <p><b>7.</b> Staff have skills and qualities which enable them to connect people in communities</p>                    |
|   | <p><b>5.</b> People are valued for the gifts and capacities they have</p>  | <p><b>8.</b> Managers have skills and qualities which enable them to support staff to connect people in community.</p> |

Each process standard is broken down into indicators that provide evidence of whether that process standard is being met. These are just a guide. Not all of them will apply to each service. Spaces have been left for additional indicators, which relate to particular services.

### When using the tool it is important to:

- |  |  |                                      |
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| <p>* establish a baseline – describe what the situation is now</p> | <p>* examine links between the actions taken and the progress made</p> | <p>* measure progress over time.</p> |
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Processes for the Service	Indicators	What's working?	What's not working?	Ideas for Improvement
<p><b>1</b> The task of connecting people is central to the service's purpose</p>	There is evidence of a focus on community in the service statement of purpose and core values			
	Managers, staff, service users, carers and partner agencies say that connecting people is central to the service's purpose			
	Publicity about the service emphasises the centrality of connecting people			
	There is a strategy that describes how the service is supporting people to participate and contribute			
	Staff see connecting people as integral to their jobs and allocate time to doing it			
	Policies and procedures support community connecting and staff using their own networks			
	Clear risk assessment processes are in place and staff are trained to use them			

Processes for the Service	Indicators	What's working?	What's not working?	Ideas for Improvement
<p><b>2</b> Staff at all levels of the service have a theoretical understanding of community connecting which informs their practice and they have opportunities to develop their learning</p>	Staff can articulate their understanding of the importance of connections, the reasons why people get disconnected and the challenges involved in sustaining connections			
	Training and development opportunities on connecting people are available to all staff			
	Stories about connecting people are gathered and form the basis of learning within the service			

Processes for the Service	Indicators	What's working?	What's not working?	Ideas for Improvement
<p><b>3</b> The service has an in-depth knowledge of the community in which it operates and is well-respected in that community</p>	Local community members know about the service and speak well of it			
	Staff have undertaken in-depth mapping of the community and are familiar both with key places and key people in the community			
	Staff support individuals to use local community resources			

Processes for the Service	Indicators	What's working?	What's not working?	Ideas for Improvement
<b>4</b> The service makes a contribution to its local community	There is an allocated budget that could be used to support community initiatives			
	Managers/staff represent the service on local community bodies			

Processes for the Service	Indicators	What's working?	What's not working?	Ideas for Improvement
<b>5</b> People are valued for the gifts and capacities they have	Individuals have person centred plans which focus on their gifts and capacities			
	Staff and managers talk positively about the people they support			
	Staff are able to introduce people to community members on the basis of their gifts and capacities			

Processes for the Service	Indicators	What's working?	What's not working?	Ideas for Improvement
<b>6</b> The service is designed to promote community connecting	Staff job descriptions identify community connecting as a key part of their role			
	Staff are encouraged to use their own networks to help connect people			

Point 6 continued over →

Processes for the Service	Indicators	What's working?	What's not working?	Ideas for Improvement
<b>6</b> continued	Particular efforts are made to encourage and support family and friends to be part of the community connecting process			
	Particular efforts are made to recruit local staff			
	Staff are supported to work flexibly to fit in with a schedule that suits the individual they support			
	Staff are encouraged to share their interests with the people they support			
	Managers encourage and support staff to connect people			
	The service evaluates its performance in relation to community connecting on a regular basis (and collects relevant data as part of this)			
	Local community residents are encouraged to join the board of the organisation			
	Individuals have their own person centred support planning which contains a section on community connecting			
	Support plans are used and reviewed regularly			
	Individuals have their own budgets/ Individual Service Funds			
	The service takes a positive approach to enabling risk			

Processes for the Service	Indicators	What's working?	What's not working?	Ideas for Improvement
<b>7</b> Staff have skills and qualities which enable them to connect people in communities	Staff are knowledgeable about the local community			
	Staff are well-known and respected in the neighbourhood and the community			
	Staff show creativity and imagination in their approach to community connecting			
	Staff are skilled in person centred planning			
	Staff are skilled in working with family members and friends			
	Staff show ingenuity in making opportunities to connect in the community			
	Staff are skilled in asking			
	Staff are skilled in making introductions			
	Staff show persistence in trying different approaches			
	Staff are aware of risks in communities and take active steps to keep people safe			
	Staff are able to model building relationships when necessary			
	Staff are able to coach skills in developing and maintaining relationships when necessary			
	Staff are able to build individual's confidence			

Point 7 continued over →

Processes for the Service	Indicators	What's working?	What's not working?	Ideas for Improvement
<b>7</b> continued	Staff are skilled in knowing when to withdraw in order to let the individual take the lead			
	Managers support staff to use their gifts, talents and relationships to help people connect			
	Managers take the lead from people who use the service			
	Managers communicate effectively with commissioners on the importance of community connecting			

Processes for the Service	Indicators	What's working?	What's not working?	Ideas for Improvement
<b>8</b> Managers have skills and qualities which enable them to support staff to connect people in community	Managers are skilled in supporting staff to work independently and creatively			
	Managers are skilled in supporting staff to assess and manage risk			
	Managers support staff to use their gifts, talents and relationships to help people connect			
	Managers take the lead from people who use the service			
	Managers communicate effectively with commissioners on the importance of community connecting			