



# Small Supports

Creating and maintaining open and positive cultures

Changing the lives of people who have been detained or are at risk  
exclusion

Partners:



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**Small Supports organisations** provide support through unique services designed around each individual. They support people who have previously been in inpatient settings or are at risk of going into one. People are supported individually one by one live in a home that works for them and with their own tenancy. They have a team matched to them and they are involved in decisions about how their own funding is used for their support through a range of different mechanisms such as an individual service fund. Families (when people have them) are closely involved. Such organisations choose to stay relatively small, usually supporting up to around 30 people.

**The Small Supports Programme** is run by NDTi in partnership with a number of Small Supports organisations and has funding from NHSE. The programme team work with local areas to help them commission and grow new Small Supports organisations in their area. This helps widen the social care market especially for people for whom existing services do not work well for.

## Principles of Small Supports Organisations



1. From the first steps the person (and their chosen family and friends) enjoys as much control as possible and there is a commitment to this control growing.
2. The starting point to developing great support is the person's aspirations about where they want to live and the life they want to have; a conversation about support then follows from this.
3. Supporters (staff) are recruited by and around the individual. Staff are not a substitute for friends, community peers, co-workers and neighbours.
4. The person chooses where they live and who, if anyone, they live with. The person is the tenant or owner of their own home or perhaps they live with family. There is a clear separation of housing and support.
5. Funding is sustainable and is designed and used around the individual.



## Principles of Small Supports Organisations

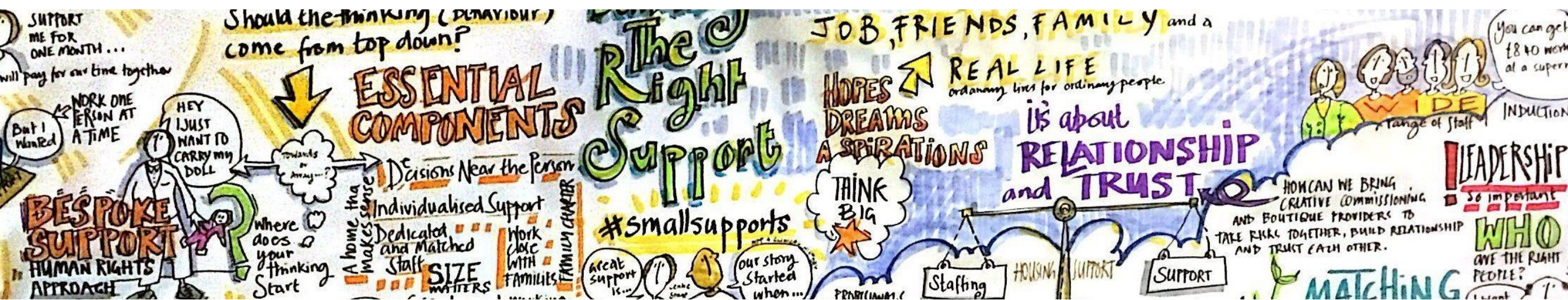


6. Small supports organisations stay with people. Change and challenges are expected so they don't withdraw support or 'sell' services on.

7. Small supports organisations are rooted in their local community - in their work, leadership, recruitment and actions.

8. The organisations stay relatively small. Knowing each person well means not growing by more than three to five people a year and finding a natural size where people are known and valued, and the organisation is financially sustainable.

# How Small Supports Organisations Create and Maintain Positive Cultures



Culture of **not compromising** on the big and the little things that people tell us are important to them. **Believing and Believing In People**



Culture through really knowing the person instead of dehumanisation and “othering”. Getting to know the person first, then designing the support and the service.

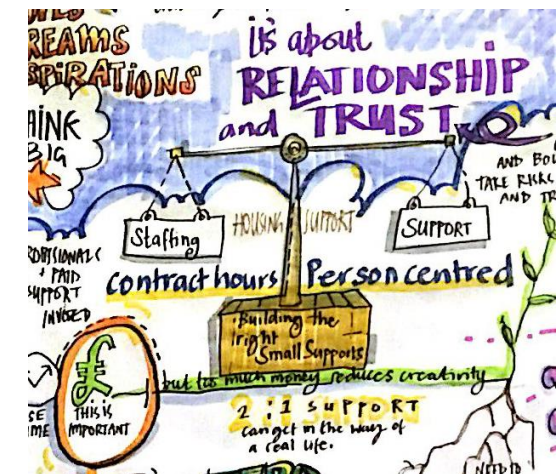


Culture through staying local and helping rebuild real lives. Real homes in real communities, which are just the person's are essential.



Culture through leaders who do and be with people who are supported and their staff. Number of people supported matters: Leaders need to be able to “feel the edges” .

Culture through **upholding rights** which are never waived on. Practices which are genuinely least restrictive are more possible in person's own home which is tailored to them.



Culture through **honesty and knowing things will be tough sometimes**- but seeing that it is the context not the person getting it wrong- **sticking with the person**. Risks are known, discussed and shared, often using a multi agency agreement and response. Leaders and teams often have to be unwavering in advocating for the person in the face of challenge.



