

# Becoming a Good Help Place

What's Involved? What Will You Get? What Will You Need to Give?

*This document explains our current thinking on what's involved with becoming a Good Help Place. Although we've sought to be as clear as possible, we envisage that we will want to create bespoke agreements with each place, as everyone's situation is different.*

## 1. Lead the Good Help Movement

We are seeking a small number of bold and ambitious local authorities who want to support good help and tackle the crisis of our stuck public services. In each place we will co-design plans to significantly improve people's lives through supporting good help. In particular we want these plans to identify statutory services we can significantly improve, and ignite local movements of professionals inside and outside the statutory system to create change. We intend to work with partners for a minimum of two years starting in early 2020.

## 2. Purpose

In each place we hope to:

- significantly **improve people's lives** through supporting good help
- establish a long-lasting **local movement of people** supporting one another to deliver good help
- work on a specific project in a **statutory service** (e.g. a school, rehabilitation support service, JobCentre or advice service)
- evaluate the project to **generate data** so we can clearly see the difference we have made and compare ourselves to similar activities
- support a sustainable **permanent transition** to offering good help
- **generate learning** that people in other places can learn from and be inspired by. This will involve producing videos and publications.

## 3. Six Step Approach

Step 1: Co-design project

*Aim: work with a small group of people to understand the current needs and existing capacity for good help, and generate options for the most useful next steps.*

Step 2: Form a local Good Help Steering Group

*Aim: convene local organisations and practitioners to oversee and own the project (getting commitment from senior people in key organisations e.g. local authority, NHS, DWP).*

Step 3: Inspiration Event 1

*Aim: hold an initial event of around 100 people to inspire, create a community and identify possible actions the programme could take. (Aim to have two such events per year.)*

Step 4: Refine possible activities

*Aim: refine the prioritised possible actions to better understand how to make them work.*

Step 5: Smaller action specific events (run in parallel)

*Aim: refine the prioritised actions and agree how to implement.*

Step 6: Decide which activities to take forward

*Aim: decide which activities need support to be taken forward.*

## 4. Six Principles

In order to establish long-lasting local Good Help movements we will need an approach which is located in the motivations and needs of the people in the places we are working in:

- Led by local individuals and organisations
- Senior buy-in and explicit support from key local organisations required
- Located in local need and motivation
- Resource allocated to prioritise local activities, not the Good Help organisation
- Minimum viable external support: it must be obvious to the people involved that they have led this initiative and made it happen; not the Good Help team.
- Catalysing local action: when ideas are generated that people want to take forward, they can. No attempt from Good Help to centrally control.

In addition to the above six principles, we would also hard-wire principles from the Good Help checklist into this work. In particular:

- Power Sharing
- Tailoring
- Scaffolding
- Role models and peer support.

## 5. What Good Help Places Will Get

Each place will receive substantial support which we hope will lead to significant, demonstrable improvements in local people's lives. This will include:

- Improving a local statutory service through one or more **experiments** inside an existing service
- Senior **leadership development** and buy-in as necessary
- Setting up a **community/movement of professionals** committed to mainstreaming good help in your area
- Setting up the **new projects** generated through the new good help community/movement
- **Reviewing** your current good help performance and generating new **data** on it
- **Documenting and showcasing** the work you are doing on good help
- Participation in the Good Help Places **learning network**
- Recognition as one of the **first Pioneer** Good Help Places.

We estimate that each area will receive in-excess of £200k worth of support over the duration of the project. The form of that support will be codesigned with you (but please note that it will not take the form of a direct cash investment.)

More than that, you'll become a pioneer in a movement of people that are really seeking to tackle the crisis of our stuck statutory services.

## 6. What We Hope Good Help Places Will Give

We hope each place will be able to:

- Provide enthusiasm, imagination and drive to transform some stuck services
- Provide explicit **senior support** for the project
- Help set up the local Good Help **steering group**
- Participate in recruiting to, and galvanising, **the movement**
- Take forward some of the new **projects**
- Identify a suitable **statutory service or services**
- Provide a **financial contribution** of £50,000 over 2 years\*
- Provide a **dedicated staff member** or members accountable for the project
- Sign off the co-designed plan and agree to support its **implementation**.

*\*This can be from a range of sources and can include some in-kind contribution. It does not need to be in place to express interest.*

Note: we do not expect the local authority to set up any new partnerships, unless of course it wants to. Our aim is for the project structure to be as simple and integrated into existing work as possible.

## 7. Expressing Interest (Deadline: 9 September 2019)

If you would like to express an interest in becoming a Good Help Place, please contact Jo Weir (details below) before 09:00 on 9 September explaining:

- Why you would like to be a Good Help place
- What statutory service or services you would like to focus on\*.

We will then set up an initial call with the project team. If that is successful, the next step will be to run a Good Help co-design session in the autumn, which would then form the basis of a proposal to go to the project funders for consideration\*\*. If you are able to send expressions of interest before this date we would be very grateful. This will give us more time to get things moving before the autumn rush.

*\*We are working with various government departments and national agencies to help us find specific sites once local authorities have put themselves forward. To express interest, we simply need an initial idea of what service or services you'd be keen to focus on.*

*\*\*Commencement of the main programme of support will be contingent on achieving this funding.*

### Contact

Jo Weir

[jo.weir@goodhelp.org.uk](mailto:jo.weir@goodhelp.org.uk)

+44 (0) 2071250268

### Good Help

Good Help was established in 2018 with a mission to mainstream good help in professional work and daily life; so that it is deeply established where it is most needed and cannot be easily uprooted.

Company Number: 11218920

Good and Bad Help report [download](#)

[Goodhelp.org.uk](http://Goodhelp.org.uk)



The Good Help programme is supported by:



We are also working with various government departments, national agencies and charities directly involved in public service reform.