

## Community Engagement & Social Care Services – Research Support

Community and social care service delivery increasingly focuses on extending choice and control to individuals and communities. The users of services expect more, in terms of quality, responsiveness and how their particular needs are met. A key challenge for public, private and Third sector service providers is to understand their user communities better, while offering more efficient and flexible services. While the public sector has traditionally provided services, the Third and private sectors play an increasing role in the delivery of community services and as a “voice” for communities needing support.

### Tailored Research and Consultancy Support

TRANSFORM has a portfolio of services that have been tailored to help enable service improvements and enhance the performance of service providers. We also bring insight and understanding of work involving the public and Third sectors, focussing our support on areas that will improve their contribution to key economic, social and environmental challenges.



### Effective Engagement and Partnerships

We bring specific expertise in enabling joint public, private and Third sector partnerships through inclusive and co-operative engagement.

- Do you work with local communities and partners delivering and providing services?
- Do you need evidence to inform decisions on how to best direct limited resources?
- Do you want to increase engagement with the providers *and* the service beneficiaries?

### Our Experience

Our team have wide ranging experience of public, community and VCS engagement projects:

- **Nationally**, the *Inquiry into the Future of Upland Communities* for the Commission for Rural Communities and the *Evaluation of the Glaucoma Awareness Project* for the Royal National Institute for the Blind (RNIB).
- **Regional Projects**, including the *Framework for Engagement between Public Agencies and the VSC* for the NWDA and the *Renewable Energy Skills and Training Project* working with SME/micros and local communities to assess their needs in meeting developments in RE technologies and legislative changes.
- **Locally**, *Reviewing Family Placement Services for Children and Young People with disabilities* to inform service development in Cornwall, research into the *Provision of Services for Rough Sleepers* for North Devon DC and the framework development and quarterly monitoring of the *Devon Economic Strategy*.

### Making a Difference

Our clients have found that projects like these have made a difference:

*"The report is a valuable document guiding the development of an agreed strategy between the public agencies and the VCS ... Transform did an excellent piece of work."*

**Malcolm Kennedy, Health Policy & Development Manager, NWDA**

*"We are now making every effort to progress the recommendations in your report ... I wish to express my gratitude for the professional manner that you undertook this research and the sensitivity that you have treated the subject and also our carers and staff."*

**Nigel Jackson, Family Placement Service Manager, Cornwall Council**

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