

Making neighbourhood health neighbourhood-led.

Care City CIC

*Applying our successful experience to fast track your
neighbourhoods*



You're part of the neighbourhood health pioneer programme!

So are we, and we want to share what we have learned about the real opportunity that neighbourhood health presents.



**When we get this
right, the work
looks completely
different**

- **Residents** experience better health and belonging in their community
- **Community created ideas** unlock the biggest gains
- **Demand is prevented not passed around** – delivery across council, VCFSE, health and resident groups **as colleagues**
- Relational working becomes the norm, **reducing high-cost interventions**
- Neighbourhoods gain real capability and **the system saves money**



Designed behind closed doors

Under pressure to deliver, some places risk unintentionally recreating the same top-down, institution led models that haven't worked in communities before:

- Early design is mostly happening inside organisations, top-down and data led
- The same people and organisations are around the table
- Residents and VCFSE organisations are brought around the table too late
- We are at risk of accidentally creating another paternalistic service/model
- We believe **this is entirely the wrong way to do it.**



We don't need to imagine a vision, we've built it

A community led, technology enabled, relational model that blends clinical care and social care with a new kind of neighbourhood capability.

- **VCFSE as colleagues** and equal partners in design, delivery and MDT working
- **Residents shaping priorities**, health creation and new roles
- Technology **creating connection**, not replacing it
- Prevention delivered through **relationships not referrals**
- **Test, learning and innovating** embedded throughout
- A version of neighbourhood health that **residents recognise** as part of their neighbourhood





**Over 18 months
we've facilitated a
neighbourhood
innovation
partnership that is
proving how
residents, VCFSE
and professionals
can work together
to build trust,
independence and
prevention**

A proven model of relational neighbourhood-led practice

- Facilitated testing, learning and innovation with residents, VCFSE and frontline staff (>350 people involved so far)
- Asset based commissioning to help people get the support they need
- Developed and implemented new relational roles in the community
- Building shared capacity, capability and ways of working across sector
- Embedding relational practice inside public services and clinical pathways
- Helping people live the life they want
- Stopping people ending up unnecessarily in hospital or social care



COST SAVINGS

£4,011,129

Predicted cost savings for 12 months (Community Relational Working, Barking and Dagenham)

£4bn

Estimated social care and health system savings from tech enhanced care (Policy Point Economists)

£9

£9 saved for every £1 invested (Community Relational Working, Barking and Dagenham)

£18bn

Could be saved by public services through working more relationally (Policy Evaluation and Research Unit)

£7,000

Gross annual benefit of tech enabled care per citizen (West Midlands 5G – Technology Enabled Care)



Why this matters to your place and to us

Over the last three years through our work we have been doing neighbourhood health and care. We want other places to learn from, adapt and replicate what we've seen works.

- **Care City CIC plays a unique role in the system** – we were created by the public sector to help places redesign health, care and community systems with residents.
- Our innovation approach is **designed specifically for neighbourhoods**
- We have **practical insights from delivery** that we know makes neighbourhood working succeed, that builds trust and reduces demand
- We **have tested and scaled ways of working** locally that blend relational practice, VCFSE leadership, new roles and technology – delivered with communities

We want to help places fast-track neighbourhood health, building on what works and embedding genuine relational and community led practice.



If you share our vision we have a practical step to help you on this journey

A £15k bespoke work package

8 weeks,
Fast, structured,
neighbourhood-led,
in your place

Immediate outputs that could include:

- A clear picture of **what has and hasn't worked so far and why** – *building on your baseline needs assessment*
- A **set of resident generated ideas** with real potential for early prototypes – *priority improvement areas with communities*
- A **cross sector narrative** of 'what good looks like' in your neighbourhoods
- A **first-cut neighbourhood led vision** – *supports your neighbourhood compact*
- A **roadmap for the next 3-6 months** – *feeding directly into your delivery model*
- A **refreshed view of all the assets** you already have – VCFSE, residents, roles, spaces, technology and AI
- A **learning and evaluation approach** that can be embedded across the work



The detail

A first-cut neighbourhood-led compact that everyone owns

- Co-develop a typical story of someone that lives in your neighbourhoods, surfacing opportunities.
- Shared learning from your place and other areas to reimagine the art of the possible
- 1-2 design-led session/s with residents, VCFSE and place partners to set the agenda together.

Creative, relational practice that changes what's possible

- Helping you understand how to create relational capacity within your existing structures and assets, sharing practical examples.
- Creative prototyping workshop: ideas shaped and tested with residents.
- Real-world testing of design and innovation tools with the community, that you can reuse.

Stronger, sustainable neighbourhood infrastructure

- Help you understand the possibilities across your existing shared resources.
- Objective assessment against our framework for meaningful neighbourhood working, with opportunities described.
- Co-creating a roadmap and activity for local delivery.



*"Wow is my main reaction.
It feels like a radically
different way of trying to do
things together."*

*"For the first time I can see
that people here are all
wanting to make a
difference."*

- Quotes from Care City CIC
Neighbourhood Design Workshop
Participants

Making change at pace

We understand the timescales you're working to are tight – **this work can happen alongside**, and be additive to, what you're doing already.

We'll work with you to make sure the right organisations are engaged, creating an approach that is bespoke to your place.

We think this needs to happen quickly, so **we're ready to do this during January–February 2026.**



About Care City CIC

We **design, test, and spread innovations in health and care** of local benefit and national significance.

We are a Community Interest Company that has spent the last decade supporting better health and care for our communities.

We began as a local innovation organisation created by the public sector and have since grown into a **trusted partner to health, care and community systems** across the UK, bringing our grounded, people-centred approach wherever we work.





GET IN TOUCH

For an informal chat about how we could support your place contact:

matt.skinner@carecity.org Chief Executive

emily.brook@carecity.org Director of Innovation

<https://www.carecity.org>

Care City Innovation CIC is a not for profit design, innovation and public sector reform partner working to help places shape health, care and community systems with, and for the benefit of, residents.

