

What is a Creative Solutions Board?

As you may be aware South Gloucestershire is developing a Creative Solutions Board. This is an opportunity for practitioners to bring complex individuals (over 18) and families, who have complex needs but for whom 'business as usual' or our local system of support is not working, to a multi-agency board of decision makers from key organisations. The CSB will then work together to come up with creative solutions to enable the practitioner to 'flex' the system and attempt to unblock some of the issues that exist in South Glos. The CSB will also work to develop system change so that similar blocks are avoided in the future. This is running as a pilot 'test and learn' year until April 2022 to ensure that we find the right approach for South Glos.

Who is on the CSB?

The CSB core group will have senior representatives from key organisations such as AWP, DHI, adult and children's social care, probation, housing, police and preventative services as well as representatives with lived experience. Other organisations will be invited to input as appropriate and as the CSB develops. The CSB has an independent chair, and there is also a CSB Co-ordinator and Navigator to support the running of the process, manage the requests and support practitioners who present at the CSB.

How do people get involved?

Practitioners from the core CSB organisations can submit a request for an individual or family they are working with to be discussed at the CSB. The practitioner will have support from the co-ordinator and navigator to bring together the correct information and present the individual/family to the CSB. Any actions agreed by the CSB will be led by the practitioner with support from the navigator. There is no additional worker involved in the CSB, it is not a 'handing off' any actions set will be completed by the existing team around the individual or potentially a new referral.

Support from the practitioners will be provided by the navigator and co-ordinator.

Please note – this process is to support those for whom 'business as usual' has not worked. It is not to replace any existing work, and it is not a referral to a new service or a new support worker.

The CSB will take place monthly focussing on 1 or 2 individuals or families at each session. In this pilot year we are hoping to present individuals/families with a range of needs and challenges to fully evaluate how the CSB works for different types of families and individuals and to ensure that the approach works well for everyone.

In addition, practitioners/organisations who have not made the referral but are involved with the individual or family may be asked to feed into the information for an individual/family who being discussed at the Board or even to attend if they can provide additional insight.

Other support

At the start of this project extensive practitioner feedback was obtained which some of your teams may have been involved in. We plan to have an ongoing dialogue with our front line practitioners to ensure that their voice and concerns are heard during the CSB. A practitioner network will be set up in the coming weeks, with more information to follow. Practitioner feedback will also help us to develop the focus of 'Theme' boards, which will be held quarterly to focus on specific areas of concern/barriers. These will be an opportunity for the CSB to work together to come up with creative solutions for these issues.

Get in touch

If your team has an individual or family who you think would be appropriate to bring to the CSB or if you have any questions about the appropriateness of a request, please email

helen.cleugh@southglos.gov.uk or creative.solutions@southglos.gov.uk and we will come back to you to talk it through and share more information.

We also welcome your thoughts and input; we are on a learning curve as we develop the South Glos approach and we expect that changes will be made as we go. We appreciate your ideas and feedback in helping to make the CSB work the best it can for South Glos. If you have any creative ideas or solutions, or any insight into different system barriers that you think might exist, we would welcome your input. Please get in touch via either helen.cleugh@southglos.gov.uk or creative.solutions@southglos.gov.uk