Communities 360

Organisation(s):	National Solidarity Fund for Autonomy
Country:	France
Contact:	policy@esn-eu.org

Theme:	
☐ Ageing & Care	☐ Labour Market Inclusion
☐ Asylum & Migration	☒ Social Inclusion
☐ Young People	☐ Technology
☐ Support for Children & Families	☐ Workforce and Leadership
☒ Community Care	☐ Social benefits
☐ Co-Production	☐ EU Funding
☒ Disability	☐ Social Service's Resilience
☐ Housing & Homelessness	☒ Mental Health
☐ Artificial Intelligence	☒ Person-centred Care
☐ Digitalisation	☐ Other, please specify:
☐ Integrated Care & Support	
☐ Quality Care	

Principles of the European Pillar of Social Rights: *Check the 20 principles here.*		
☐ 1. Education, training, life-long learning	☐ 11. Childcare and child support
☐ 2. Gender equality	☐ 12. Social protection
☐ 3. Equal opportunities	☐ 13. Unemployment benefits
☐ 4. Active support to employment	☐ 14. Minimum income
☐ 5. Secure and adaptable employment	☐ 15. Old age income and pensions
☐ 6. Fair Wages	☒ 16. Health care
☐ 7. Transparent employment conditions	☒ 17. Inclusion of people with disabilities
☐ 8. Social dialogue	☐ 18. Long-term care
☒ 9. Work-life balance	☐ 19. Housing and assistance to homeless
☐ 10. Healthy, safe work environment	☒ 20. Access to essential services

Current status of the practice:	☐ Concept and Design Phase ☒ Execution & Monitoring Phase ☒ Consolidation Phase ☐ Scaling Up and Transformation Phase ☐ Other (please specify)

Context/ Social issues addressed *Please explain the problem you attempt to solve.*	The communities 360 tries to prevent crisis situations and to guide people with disabilities and their caregivers in the event of any problem. The aim is to prevent an escalation of the crisis to prevent a reception in an institution.

Objectives: *Please provide **a maximum of three** objectives in bullet points.*	The mission entrusted to the Communities 360 is to create a network around the situation of the person with disabilities to arrange concrete, inclusive perspectives close to the place where they live. They try to prevent the risk of life disruption by "going towards" people without a solution or in a situation of crisis. These communities will be accessible through a single number, 0800 360 360. The care will then be based on the needs and expectations of the person, his or her living environment and the actors who mark out his or her journey.
Activities: *Please summarise the activities put in place to achieve the objectives (maximum 200 words).*	- Answer phone calls and emails from people in difficulty. - Create enhanced cooperation between all medico-social establishments and services, administrations, local authorities, associations… - List, know, and mobilize the specialized and common administrations of the territory. - Mobilize within their territorial staff professional skills of assessment, listening, psychological support, guidance, and coordination.
Evaluation of practice: *Please explain how you evaluate the practice, and what the results were/are so far*	There is a self-evaluation grid with indicators and criteria int the specifics of the Communities 360, particularly about the importance of unconditional responses, access of people with disabilities to their rights, and team support.
Links to supporting documents: *e.g. website or report of the practice*	Communautés 360 | [CNSA] Cahier-des-charges-communautes-360-2012-12-16.pdf (handicap.gouv.fr)
Comments and tips *i.e. for people willing to use your Practice*	