

# Brokering Low-Level Services for Older People: Building and Maintaining Network Relationships

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# Overview

- ◆ Warwickshire County Council's PHILLIS service
- ◆ Relationship building
- ◆ Use of social network analysis, both qualitative and quantitative.

## The PHILLIS Service

- ◆ Promoting Health and Independence through Low Level Integrated Support.
- ◆ Older people 50+
- ◆ Low-Level needs
- ◆ Supportive brokerage service.

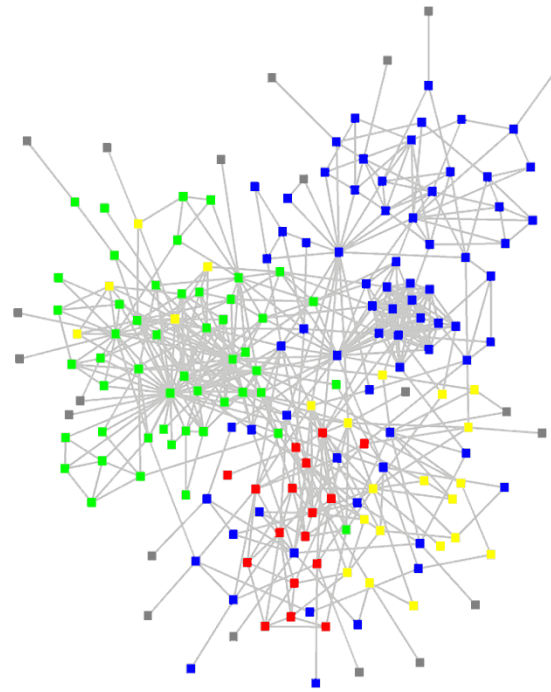
## The Study

- Qualitative - interviews with representatives of organisations involved in preventative services
- Quantitative – questionnaire to all organisations identified as important in providing a low level support service

# What does a network questionnaire look like?

Organization	Types of Relationship (please tick <input type="checkbox"/> the box if you have this link)				Relationship Length (in years) (please circle one)	Relationship Quality (please circle one)
	General exchange of information	Referrals sent	Referrals received	Shared Resources		
Organization A					≤1 / 1-2 / 2-3 / 3-4 / 4-5 / 5+	1 2 3 4 5
Organisation B					≤1 / 1-2 / 2-3 / 3-4 / 4-5 / 5+	1 2 3 4 5
Organization C					≤1 / 1-2 / 2-3 / 3-4 / 4-5 / 5+	1 2 3 4 5
Organization D					≤1 / 1-2 / 2-3 / 3-4 / 4-5 / 5+	1 2 3 4 5

# Example of a Network Diagram



## Why look at 'networks'?

- ◆ Under researched area / untapped potential of the network analysis method.
- ◆ Diverse needs require multi-agency approaches.
- ◆ Gaps
- ◆ Problems

# What measures are used in network analysis?

- Relational data
  - Density
  - Centrality
  - Cliques and clusters
- Non-relational data
  - Trust scores
  - Influence scores

# Building a network - The PHILLIS Team's Experience

- ◆ Understanding the landscape prior to your intervention
- ◆ Processes in building relationships
- ◆ Your position in and impact upon the network
- ◆ Opportunities
- ◆ Constraints

## In Conclusion

- ◆ Network analysis is a valuable tool.
- ◆ Should be used alongside more qualitative techniques
- ◆ Works better with smaller networks
- ◆ Software is reasonably priced
- ◆ Requires a trained researcher.

## More Information

- ◆ About PHILLIS:  
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- ◆ About network analysis:
  - ◆ <http://www.faculty.ucr.edu/~hanneman/nettext/>
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