

Fulfilling Lives: Supporting people with multiple needs

National evaluation 2016 summary



The University Of Sheffield.

About the initiative: The Big Lottery Fund have invested £112 million in 12 areas of England to better support people with multiple needs – defined as homelessness, reoffending, substance misuse and mental ill health. CFE Research and The University of Sheffield are carrying out a national evaluation of the support delivered and its impact.

Reaching people with multiple needs: As of

December 2015 **1,604** people have been engaged on the programme. Projects are successfully reaching the **most in need** – 94 per cent have at least three of the four needs and over half have all four.



The programme beneficiaries are **mainly white British, male and aged between 25 and 44**. The programme is successfully engaging women with multiple needs, although, it can be harder to get referrals for and to reach women.

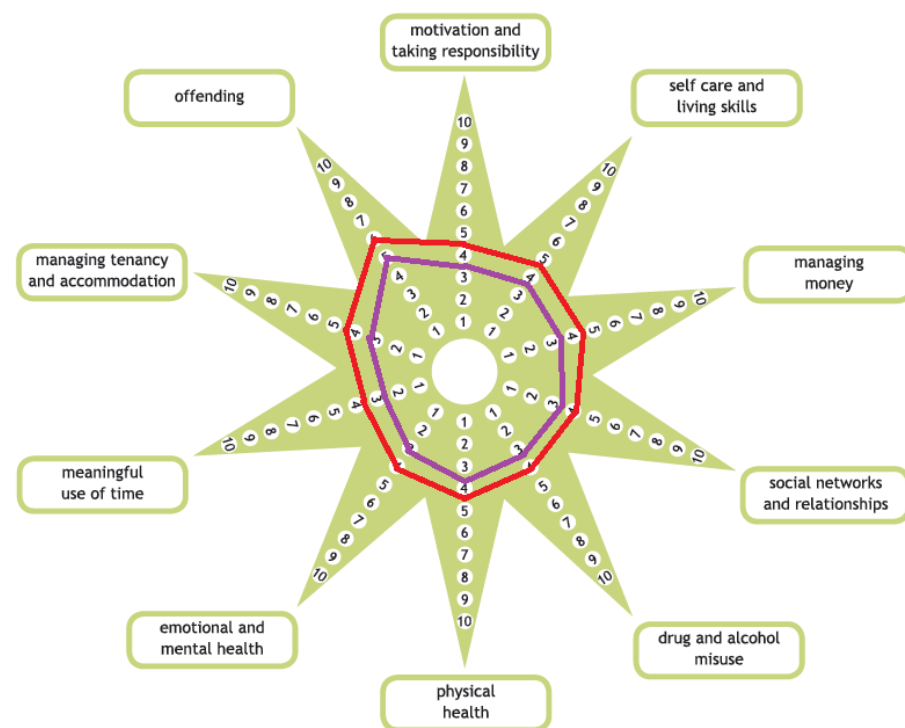
At the start of engagement:

- **39 per cent** of beneficiaries are disabled or have a health condition; the figure for the UK population as a whole is 18 per cent.
- **22 per cent** have their their own tenancy.
- **29 per cent** receive income from unsafe or insecure sources such as begging, borrowing from friends and family, sex work and illegal activities.

Supporting individual change:

To date **82** people have already successfully moved on because they no longer require support from the programme.

Those who remain on the programme show signs of progress - **beginning to accept help and engaging better with services.**



Purple line = first reading (within 2 months of joining programme)

Red line = third reading (12 months later)

An increase in score indicates progress towards self-reliance
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Insights from the frontline: what staff feel makes a difference in supporting people with multiple needs.

- **Being persistent and not having a restricted timeframe for support** gives the time needed to build trust; the journey to self-reliance is not a quick one.

I know in a lot of services there's a rule that if someone doesn't meet you for three times, that's it, you sign them off. But with [Fulfilling Lives] we can keep on approaching people and trying for as long as it's needed.

- **Making the most of windows of opportunity** - being able to react straightaway when people seek help.
- **A flexible and spontaneous approach** made possible by the resources and principles of the Fulfilling Lives (Multiple Needs) programme.
- **Focusing outreach at transition points** such as when people are leaving prison or hospital, so they don't fall through gaps between services.
- **Building personal relationships based on trust** is essential for encouraging engagement, though balance is needed to avoid creating dependency.
- **Learning the beneficiary's routine** helps staff find them when they have disengaged and may be in trouble.
- **Understanding, not lecturing;** focusing on solutions and positives outcomes is seen to achieve better results.

- **Finding ways to leave beneficiaries' history behind** in order to escape the cycle of ongoing exclusion from support.
- **Focusing on beneficiaries' own priorities** rather than service-defined targets means people are more likely to engage.

Whatever they identify – some just want to reconnect with family. Whatever it is they want to do as their initial steps, we've got that flexibility to support them to do that, rather than being hit over the head with, 'we've got to have so many people drug free by the end of this month'

- **Providing purpose** – positive activities lessen isolation and help recovery.

Learning on recruitment:

A secondment model can offer benefits, but projects struggled to implement this approach in the current climate.

Staff with lived experience of multiple needs often form relationships with beneficiaries more quickly and model the possibility of success.

Find out more about the evaluation, sign-up for regular newsletters and read the full report at mcnevaluation.co.uk
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