

Programme and Partnership Summaries March 2018

Programme

- Nationally, areas have now worked with 3,067 beneficiaries across the 12 areas. Some areas are not currently accepting referrals due to full caseloads but those who are accepting new people have all taken on new individuals.
- The third evaluation is now [published](#) and contains some really impactful data and evidence which will support our Cross Whitehall engagement plan. We hope to use this report to to convene further meetings with Government Officials. As you are aware, the evaluation is being reviewed and we will be able to share next steps very soon. CFE have also ceased their facilitation of the NECG – we plan to procure a new provider for this following feedback from yourselves and would encourage organisations with a strong lived experience lead to apply. We will share details when available and would ask you to share with your networks. In the meantime, this will be delivered locally and we are exploring options for interim support.
- We held our internal immersion day on 22nd January with members of our SMT and colleagues from the Big Lottery Fund. It was an opportunity to raise awareness of the programme internally and review our role (as Big Lottery Fund) in storytelling and convening. We were delighted to be joined by Mark and Lee from our Nottingham partnership and Lindsay, David and Thomas from Newcastle & Gateshead who were able to not only add a deeper understanding of colleagues but also steer us away from moving things forward in a way that may not be effective/helpful. Following the immersion day, we held a development session with Andy and Darren from Stoke and Tim and Steve from Liverpool. During this session we reviewed the priorities/milestones as given to us during the 2015 annual learning event and touched on the outputs from the immersion day. Again it was incredibly helpful to have colleagues from the partnership at this session and left us with a much better set of next steps than we would have had otherwise. Outputs from these sessions fed into the roundtable we held with you all earlier this month.
- We have recently attended the ACF/Centre for Homelessness Impact workshop on Funder and Foundations role in reducing homelessness, utilising learning from you all and also national evidence. It was a really interesting session with a mix of funders and foundations, and national homelessness charities, and also representation from America to share learning across the ocean. From here, we opened conversations with the Cabinet Offices 'What Works' team and will continue to work alongside them to understand ways to share learning and evidence. You will have seen the email regards a request for us to speak at the Academy for Social Justice Commissioning in May - Laura will present at this alongside Ian Treasure, Nicola Plumb and James Skelley from Blackpool Fulfilling Lives.
- We were really pleased to see members of the NECG at the House of Lords for the launch of the [People Powered Recovery Report](#). If you haven't see it, it's worth a read as is the lovely [blog piece](#) from Rob (Opportunity Nottingham)

Partnerships

Birmingham

- The Programme Director reports that there has been a 'shift' in the perception of the project and the level to which they are now operating at within the strategic structures within locality. This has been the result of a lot of persistence and finding a relative 'in' into various boards and consultations. The #walkthefrontline campaign is still attracting high profile participants with local MP Jess Phillips being the latest to take part. As an engagement tool, the campaign is working well and highlighting the issues to senior political stakeholders within the city as demonstrates the work that frontline services are doing.
- Following on from the increased connectivity to the Cross City Clinical Commissioning Group, the senior strategic commissioner and the project team have been looking at options to compare data from the two sources (the project and the CCG) to get a more rounded picture on the health of the MCN client group. The CCG have noted an interest in the recent figures whereby involvement of Peer Mentors has seen reduction in A&E appearances, they are keen to explore opportunities to work with the project on developing appropriate access to mental health services outside of A&E.
- On a wider level the project is in advance stages of talks with the West Midlands metro mayor about his intended approach to implement housing first in the region. The Programme Director has visited ICM in Manchester to gather learning from their housing first approach and subsequently drawn up a paper that was presented to the housing first project group. Initially, the HF pilot will be trialled with the fulfilling lives client group with a particular focus on the wraparound support requirements being developed from the BCFT learning and continued input. With further potential funding coming on line from central government it is anticipated that this approach will be trialled in other geographies around Birmingham and the West Midlands using the same model developed by the project.
- The Programme Director has co-authored a report with Adrian Phillips, Director of Public Health BCC, for the Health and Wellbeing Board in support of MCN being identified as a priority issue. The report presents data and makes a series of recommendations, framing these as a guide by which the board can achieve its aims and ambitions. In support of the report the project has also produced a short video featuring 3 individuals and their journey with BCFT and through 'the system'.
- The CGL homelessness team now base themselves at Shelters officer for two sessions a week as well as ad hoc contact outside of prescribed sessions to discuss referrals and client requirements. This has resulted in clients accessing prescriptions quicker than the normal CGL process and has also allowed the team to engage with clients who would not have accessed service provision at the CGL premises. The joint working has served to highlight issues for certain clients that are not resolvable at an operational level and would require input from service leads/commissioners to enable access. .i.e. out of area detox. Further meetings are planned to seek resolutions to these issues and identify a suitable forum where they can be addressed. Other multi agency working is being normalised through Birmingham City Councils Rough Sleeper Taskforce which is attended by representatives of the LWPM service. Other agencies in attendance are the Police, CGL, RAID, Midland Heart Homeless Outreach team. As well as meeting to discuss shared service users, the meetings are used to promote cross communication between agencies and collaborative workings.
- The general demand for the Lead Worker Peer Mentor service outstrips capacity with a noted increase in self referrals and word of mouth travels around the homeless/addiction cohort in particular. Staff are continuing their work with the rough sleepers task force to identify and address

gaps in services and are starting to see an increase in multi-agency discussions occurring about specific clients and these being much more solutions focussed.

- The No Wrong Door network (NWDN) market place event (November 17) led to the project developing a waiting list of organisations wanting to join the network when membership is opened up. Experts by Experience have also identified organisations that they would like to see as part of the network with a particular gap around benefits advice. The links between the organisational PIE training and the implementation of the NWDN will be tested as the network formally launched on the 1st March .
- The In Reach Out Reach team alongside EBE's have been working with West Midlands Police delivering presentations on substance misuse and crime to support West Midlands early intervention, prevention strategy. Feedback has been extremely positive and the team have been invited back to present to next year's new intake of students.
- The EBEs are continuing their efforts to diversify the group and have approached specific support services, cultural and community organisations, other service user involvement groups, as well as making links with other Fulfilling Lives projects to share learning. Some connections have been made with organisations representing the Polish community as well as Gypsy/Traveller groups.
- On a more general note, Expert By Experience and singer Mero Hassan has been involved as a backing singer in a fund-raising song for the homeless charity Crisis

Blackpool

- The partnership is working collaboratively to lead, manage and deliver a successful programme in Blackpool. Dr Arif Rajpura, Director of Public Health, has returned to Chair the Strategic Board.
- Operating hours were revised from Friday 15th December 2017. This will align BFL with all other service providers in Blackpool and maximise service capacity during hours of peak demand. The service has very little client contact on the later shifts meaning there will be minimal impact on service users.
- Continual targeted promotion of BFL to potential referral agencies has been a key factor in improving levels of referrals into the programme. Presentations have been delivered to Mental Health managers and the Enforcement team in previous months. Attendance at key meetings within Blackpool has also been key with BFL managers attending the Anti-social behaviour Risk Assessment conference, Multi-agency risk assessment conference, the Revolve-lution team and the Mental Health partnership.
- BFLs Housing First pilot continues and is now fully resourced with navigators co-located at Blackpool Housing. There have been challenges with sourcing accommodation but 6 people have been housed and the steering group meets every 6 weeks to discuss progress with beneficiaries.
- BFL ran additional assertive outreach sessions in Blackpool town centre prior to Christmas, generating new referrals and signposting to the Severe Weather Emergency Procedure (SWEPP). The Chief Executive of Blackpool council witnessed the outreach in action.
- After previously approving the Revolving Doors service user involvement proposal, BFL have now appointed Empowerment to supply both elements of the proposal; the lived experience team and volunteer co-ordinator services. A project initiation meeting has taken place and the contract began on 1st January 2018, 3 months ahead of the envisaged 1st April 2018 start.
- A BFL beneficiary whose case has recently been closed has been accepted to be trained as a Peer Researcher for AVA researching Domestic Violence and Substance Misuse. There were 66 applications for this opportunity and only 6 positions available so this was a big achievement for the beneficiary.

Bristol

- The Partnership has been undertaking a series of reflective sessions including looking at the structure of the various sub groups and whether there are linkages within the city of Bristol that will help to further the projects agenda. This has included a review of the transformational systems change work and has led to the identification of 5 key priorities which are; Criminal Justice, Homelessness, Mental Health, PIE, the Client Voice. Each area has a sponsor on the strategic board and there are various initiatives underpinning the priorities to enable systems change to take place. Within the Criminal Justice priority Golden Key (GK) are working with Commissioning Bristol and CJS agencies to explore how to improve the experience of people with MCN in the CJS and reduce their negative interactions – recalls, diversion, gender specific solutions. GK are also leading on the Housing First pilot in Bristol in partnership with Bristol City Council and other local housing providers led by Knightstone. HF project does have the attention of the strategic decision makers, as noted in [this blog](#) by Bristol Cabinet Member Paul Smith, and is seen as being part of the homelessness solution in Bristol.
- Following on from the recent board development day, the board have refreshed their TOR to reflect the expectations of the partnership and how it supports the ambitions of the Golden Key programme. Reinforced within this document are that partners tackle the issues pertinent to the MCN population and that they work toward meeting the BLF programme outcomes. The various subcommittees (evaluation, finance, systems change etc.) are well defined and each have their own objectives and activities that support the overall function of the board. This refresh gives confidence that the board members see this as an evolutionary journey and that support of a strategic nature needs to be refined and re-defined as the environment evolves and is not a static piece of work.
- To reduce duplication and to forge stronger links to the projects system change agenda, the Systems Change Group has merged with the homelessness and health subgroups. It is envisaged that this will create a more widespread impact across commissioning and delivery structures and support the network of Agents of Change more effectively as a collective. The linkage between the transformational activity and the transactional activity remains strong with action experiments (and other forms of delivery) providing the evidence to create systems change. For instance, finding accommodation for clients with dogs has been problematic and the dog has been a barrier to securing accommodation. This issues was taken on by a service coordinator as an action experiment and, via several forums and multi-agency meetings, created a narrative and prompted discussion on this matter at various points within the strategic structure from operational to partnership level. The outcome of this work is that two clients with dogs have been housed where they typically would not have been. There is also a commitment from providers for a certain amount of housing units to be provided where dogs are allowed removing this barrier. As yet this is an agreement between provider agencies within the housing pathways but it is not yet a formal contract expectation.
- Golden Key have successfully bid for work supporting winter pressures within the NHS and so a team of navigators will be working with Complex Needs clients in A&E who are ‘frequent flyers’. The project will be hospital based and test the impact of service coordination on hospital based outcomes and move ons. The Golden Key project team is also coordinating a learning event between commissioners in Bristol and Plymouth focussing on innovative practice and cross commissioning opportunities. Currently commissioners drawn from Public Health, Criminal Justice, Mental Health, and Drug and Alcohol services are involved.
- Productive links continue within the criminal justice sector with members of the programme team and their ‘Manifesto for Change’ team leading on the development of communities of practice aimed at getting client facing staff to resolve transactional change issues. Specifically focussed on people who ‘return’ to prison the aims for this piece of work is to identify blocks and translate flex into change. Golden Key retains a profile at a strategic level and is noted in the Reducing Reoffending Strategy as a key partner leading on a number of projects including the recall project and development of a trauma informed approach when supporting MCN clients within criminal justice settings. Alongside this they are also involved in the development of the Reducing Reoffending

Boards strategy and governance. Extending their reach beyond Bristol, the project is involved with the Police and Crime Commissioners office and the development of governance models for the Avon and are now represented on the Somerset Reducing Reoffending Executive Board.

- As part of their on-going change strategy Golden Key have campaigned for commissioning in the city to take a different approach from the merry go round of competitive tendering and the negative impacts that this system has on providers and clients alike. Bristol City Council Homelessness commissioners have recently redesigned their approach to procuring services and re-contracted services as opposed to doing a full tender exercise. They have implemented a new pathways scheme which prioritises a more systemic approach and includes Golden Keys 'trusted assessments' work.
- In response to the imminent implementation of Universal Credits Golden Key has linked up with the Local DWP office, Advice Centres For Avon (ACFA), Bristol City Council and Shelter to produce a 'train the trainer' approach so that all agencies who may come into contact with clients affected by Universal credit are fully briefed and are best placed to support claimants through the changes. A Partner briefing note is available from the partnership.
- Members of the IF group have recently attended a 'Professional Boundaries' and 'Theory of Change' development days and have been involved in a number of consultative exercises with local commissioners, MEAM, and the Bristol Leadership Challenge. Feedback from those involved include; "Their efforts have made a big contribution to this commissioning process and will hopefully lead to an improved choice of residential rehab providers for Bristol service users to support them in their ongoing recovery." Mark McNally, Bristol City Council following the IF Groups involvement in evaluating residential rehab tenders.
- There are some key projects coming on line for the IF Group including the development of a client involvement group to create a space for clients to express their views about services and create advocates for their views elsewhere in the programme. This will form part of a broader piece of work to connect people across the programme including peers and clients. They will also be reviewing the group's website, constitution, and policies to ensure they are fit for purpose.

Brighton & Hove, Eastbourne & Hastings

- The Specialist Psychological Therapist (SPT) is having a big impact on a number of FL clients, all of whom would not be deemed 'ready' for therapeutic input according to NICE guidelines. The project is keen to explore further and build evidence to challenge the perceived wisdom. They are now in touch with Nottingham and Camden & Islington Fulfilling Lives areas both of whom have therapist roles within their delivery structure and will be meeting at least quarterly to compare findings and share evaluation methods.
- The project will work with internal and external stakeholders to develop a wide ranging 'Impact Report' summarising key learning points to date and then using this as a platform to enrol wider partners to achieve systems change. They will also be updating their communications strategy and considering increasing resources in this area so that the learning from their work will reach as wide an audience as possible.
- The project held 3 learning events recently, all of which were well attended by a good mix of local organisations, practitioners, managers and commissioners;
 - 1) Hastings FL hosted an event on the theme of Case Coordination. Clients are rarely invited to Multi Agency meetings (MAM) to discuss their support needs and plans and sessions can be poorly attended, and unlikely to consider the client viewpoint or to promote continuity of support. The event was well attended, with 18 partner organisations represented. The presentation assumed, and backed this up with research, personal evidence and statements and local front line examples, that Case Co-ordination shaped around the client, particularly for people with MCN and a history of poor engagement, was a positive approach
 - 2) Brighton FL hosted an event with the theme of MCN and structured drug and alcohol treatment. The key theme that came through was that more flexible preparation is required

for rehab and a recognition that more/ different approaches needed to be applied when working with MCN clients to get to a place where they can manage structured treatment. The event was well attended with all local treatment providers and the commissioner in attendance. A guest speaker from the Nelson Trust highlighted the importance of using trauma informed approaches in every aspect of the work. Although there was no suggestion of criticism of local providers, the project was keen to explore how more creative approaches could potentially lead to more successful treatment episodes for those with complex needs. An action plan for next steps is currently being worked on with local partners.

- 3) Eastbourne FL hosted an event focussing on Women who are homeless experiencing Multiple Disadvantage, Domestic Violence & Abuse, based on three years of Fulfilling Lives direct client work. A clear gap had been identified for women wanting to escape from high risk DV situations yet whose complex needs (including ongoing substance use) meant they could not be accommodated in existing refuge provision. The key theme that came through is that the answer may lie in more flexible emergency housing options locally as well as a recognition that different approaches need to be applied when working with MCN women to get to a place within their recovery where they can manage more structured support and mainstream provision, including refuge. FL is part of a local practice network on the subject and is in the early stages of exploring a local 'crash pad' pilot with the local authority
- Workforce Development - Promotion of trauma informed care (TiC) / psychologically informed environments (PIE's) in *statutory* services - The project has started developing the content for Challenging Stigma training for Hastings Borough Council customer service teams. This will be co-produced with volunteers and rolled out to other settings once finalised. They have also had agreement from DWP to develop and pilot bespoke introductory Awareness of Trauma training to work coaches at the job centre in Hastings.
 - Understanding the barriers to move on and engagement with mainstream services continues to be a key priority for the project. Further to their 'stuck' cases review they have undertaken further analysis for cases that have been open for 24 months and over, which are described as 'stuck' by the team. They have agreed that 'stuck' describes cases on which a) workers feel they are making little progress, and Outcome Stars scores have remained low (below 4 on all aspects) throughout their time on the caseload and b) clients have not engaged with other services and have very low engagement with FL. Some specific characteristics match the 'Repeat Offender' Archetype. They have short episodes in prison (around 4 weeks at a time) and then short periods out of prison. Individuals are all homeless and sleep rough on release. Half don't comply with probation and refuse any 'meet at the gate' support, however, when speaking with the Specialist Worker, whilst engagement is very low there is some contact. The project felt that closing these cases would go against the ethos of their work in terms of relationship building and a commitment to working with the most complex cases. These cases will also allow them to explore how decisions on what constitutes/defines "engagement", and what "engagement" is, in terms of criteria for receiving support should be – for the project and for other services. For the clients who have patterns of repeat offending the project will build in some more detailed enhanced monitoring for 3-6 months in order to drill down into more discreet gaps and barriers and cycles in both behaviours and outcomes.
 - One of the lessons learned in managing staff with lived experience of MCN is that personal and emotional skills are more relevant and indicative of employee success than technical skills; skills such as: being resilient, being able to deal with conflict, to communicate well, to seek support, to received constructive feedback, to be open to learning and to making mistakes. As a result, in recent interviews the project has added more emphasis on abilities linked to emotional intelligence, interpersonal skills, self-regulation, communication, conflict management, etc. over technical skills. This learning is essential in the objective of developing an employment model which can be shared with other organisations. It is also a work theme which is very relevant for BHT (lead partner) and so they will be joining a working group with representatives from BHT to explore this area further. They will be conducting research in this regards over the coming year.

- The research team published an evaluation report on 'Empowerment for people with multiple and complex needs'. The focus of the research was as follows: a) To what extent has Fulfilling Lives South East helped to empower people with lived experience of multiple and complex needs (in particular those who are volunteering with or employed by the project)? b) What can we learn from this to shape the future of the project? Overall the research found that FL South East is helping people with lived experience of multiple needs to become more empowered, as a result of volunteering and working on the project. The report can be viewed here - <https://www.bht.org.uk/wp-content/uploads/2018/01/FLSE-empowerment-evaluation-report-final-21.12.17.pdf>

Camden & Islington

- FLIC continues to have medical students on placements from UCH. Feedback from the students has been extremely positive. In the main, all students had previously had little or no contact with the FLIC client group and found that the placement enabled them an insight into a world and client experience of which they knew little. In Quarter One, UCH contacted FLIC to request that they would now like to facilitate Q and A sessions between FLIC clients and medical students to enable clients to share their experiences of health care and service provision. These sessions will be integrated into the teaching curriculum. This will enable students to learn directly from the life experience of FLIC clients which, they hope, will provide them with a greater understanding of the needs of patients with multiple needs and better equip them to work with them.
- FLIC's Engagement Coordinator and Peer Mentoring Coordinator are now part of the advisory group (convened by the Camden hostels commissioning team) to develop peer-led support across the hostels pathways. This aligns well with FLIC's strategic vision of developing peer-led support and consultation across sectors. The group is looking at how to support the development of peer-led approaches, how to deliver greater levels of client engagement and how to pool resources to this aim across the different pathways providers, thereby sharing learning and creating economies of scale.
- [Commission on rough sleeping for Hammersmith and Fulham Council](#) - FLIC recently met with the Chair and two members of a Commission on rough sleeping for Hammersmith and Fulham council, the aim of which is to produce proposals which would support the borough's ambition to reduce rough sleeping significantly in their borough, by means of extensive international, national and London wide research and evidence gathering. The Chair of the Commission, Jon Sparkes, Chief Executive of Crisis, fed back that the evidence generated by the project's Housing First work was compelling and would be used in their recommendations for a stronger coordination across London boroughs and the wider use of Housing First for the most entrenched and complex rough sleepers.
- FLIC is continuing to increase engagement with Islington's multiple disadvantage programme. Notable developments include:
 - 1) FLIC are now members of the Steering group of Islington multiple disadvantage programme. Membership of this steering group consists of a subset of the Council's corporate management board, alongside key strategic leads from health, police, probation and the mental health trust.
 - 2) Agreement to pilot Islington CCG's 'Choice & Control' personal budgets initiative with FLIC clients with multiple needs, including co-morbidities of chronic physical health conditions & mental health.
 - 3) Agreement to establish a regular multi-agency complex needs case conference meeting, at which clients with multiple needs whom agencies are struggling to support can be discussed via a multi-agency approach. This will bring the benefits of a consistent, regular forum in which such issues can be explored - rather than FLIC continually having to set up individual case conferences. It should also service to share learning, expertise & ideas amongst partner agencies, thereby building the capacity of the sector to work effectively with people with multiple needs.
 - 4) Housing First: There is now a positive, stated ambition to commission a Housing First initiative in

Islington. FLIC have been involved in the discussions about this & have met with the project manager leading on scoping out the proposal for this. However, the establishment of the Housing First initiative remains contingent upon funding being secured

- 5) The programme has now committed to 'identifying the services (both mainstream & specialist) and associated budgets that are involved in supporting people with multiple needs. This should also include contract end dates and termination clauses. Judgement will be made on the extent to which they currently serve people with multiple needs and whether they are crisis or planned interventions'.
 - 6) FLIC has asked that the Islington SMD programme support the linking up & networking of peer mentoring offers across the borough.
 - 7) The SMD programme has agreed to develop 3-4 detailed customer journeys that capture an individual's experience as well as the accumulated costs of the range of interventions within the journey. They have agreed to use two FLIC clients as case studies.
 - 8) Workforce development: FLIC has discussed with the SMD programme the development work in Camden to build the capacity of the hostel sector to work in a more trauma-informed approach. It has been agreed that it would be positive to replicate this work across the Islington
- Camden & Islington Public Health have agreed to work in partnership with FLIC to:
 - 1) Evaluate FLIC's outcomes to date from a health perspective
 - 2) Use this learning to inform a program of health targets that could be set for the program (& which in turn, could be used by other Fulfilling Lives projects)
 - 3) Develop robust health indicators for future evaluation of the service

This will provide a clear picture of the impact that FLIC is having on health outcomes and will identify a framework for evaluating health impact on clients with multiple disadvantage – one which should be easily replicable by other services.

- In November 2017 the consortium bid to run a DCLG funded Women's Safe Engagement and Recovery project in the boroughs of Camden, Islington, Haringay and Enfield had been successful. FLIC have been involved in the process from the outset, with their outcomes, learning and recommendations being used in the original funding bid, and will now host one of the specialist advocates (for Camden) alongside partner organisations Solace Women's Aid, Nia, AVA, Hopscotch Asian Women's Centre and IMECE. SHP/FLIC are the only homelessness/complex needs partner within the consortium bid, the others all being women's sector organisations, and therefore this project is an exciting step forward in cross sector learning and developing a specialist approach to working with women who, due to the complexity of their needs, were previously not being supported effectively. The project will be called WISER (Women's Safe Engagement and Recovery), a name which also reflects the cross sector learning and development emphasis of the project.
- FLIC presented at the Domestic Violence Coordinators Network conference organised by Standing Together Against Domestic Violence, a UK charity which leads on coordinated community responses to support survivors of domestic abuse. The theme of the conference was homelessness and multiple disadvantage and FLIC did a presentation on the topic of "Reaching women experiencing multiple disadvantage and domestic violence and abuse: the need for system change". This focussed on the evidence base from FLIC's frontline work in this area, most notably raising awareness of the prevalence of VAWG/DVA issues for women who are homeless and have other needs, and led on to an overview of our strategic and partnership work to try and bring about positive change in this area. The event was attended by cross-sector experts and commissioners from across the country.
- FLIC continues to be involved in the steering group of the Women's Safe Space (WSS) beds. The WSS 'model' has now been developed based on many of the issues raised by FLIC and local partners regarding the needs of women with multiple needs and this approach will now be rolled out across all of the hostels pathways in Camden, with consultancy support and advice from AVA. This is a great outcome and is the culmination of FLIC's ambition to see a gender-informed approach adopted across the pathways, rather than being focused in one project.

- FLIC secure a service level agreement with Peter Bedford Housing association, which is the first time they have been able to access housing association properties for the Housing First scheme, and therefore a very positive step forward to broaden and develop the scope of the Housing First delivery. Due to the multiple issues clients are often experiencing, it was agreed that FLIC clients will not have to go through the assessment process that PBHA normally require, as it is acknowledged that they have had to repeat their stories and discuss their issues multiple times and this can be a barrier for them to come in to accommodation.
- Members of the FLIC Advisory Board (FAB) have started working with IDASS (Islington Drug and Alcohol Specialist Service) on their service user engagement strategy and wider activities. FAB'S Strategic Consultant has attended meetings with staff at IDASS to consult on the development of their Advisory Board and peer support roles in their service and will continue to advise on this work as it develops. They also aim to speak with clients and staff at IDASS to identify challenges/barriers/things that work well, in the support of engagement for individuals with complex needs and, where necessary, develop strategies to implement positive change.
- FAB members also sit on Camden Councils new 'Pathway Peer' steering group, providing expert consultation to the development of service user engagement strategies within the hostel pathway. They have been active in bringing the voice of the service user to the forefront of the projects development whilst further ensuring that updates, in relation to its work, are fed back to current residents. Additionally, FAB's Consultants have led on promoting service user involvement within the monitoring of services (hostels) and the integration of individual development plans for service users/ex-services, taking part.
- SHP (lead partner) is currently planning the roll out of an organisation-wide Peer Mentoring Academy. The Coordinator is part of the working group, and the first meeting will take place in the next quarter, and discussions will begin as to whether and how FLIC can be part of this project, which would probably entail a substantial restructuring of the current Programme.

Lambeth, Southwark & Lewisham

- Following a review, the Lambeth, Southwark and Lewisham Fulfilling Lives Programme was transferred to a new lead agency from 1st January 2018. After an options appraisal was conducted, it was agreed that Certitude will take the role of lead provider and will sub contract the operational delivery of the programme to Thames Reach
- The implementation of the Cohort model continues. As at the end of December 2017 the You First Team were actively working with 51 nominations (an increase of 16 this quarter) and have worked with 90 beneficiaries (new starts) to date. This progression indicates that they are on track to meet the revised target of 100 new starts by the end of the year. Further work is required for commissioners to confirm the details for the precise focus of the cohorts in the three areas, projections on numbers and timeframe for delivery. This is essential to enable the team to align resources, including recruitment. This will be the focus within the next quarter with a new programme plan being developed.
- The Head of programme post has been successfully recruited to. Diane Smith started in January, bringing a wealth of experience in supporting people with multiple and complex needs across London.
- There are currently seven peer advisors working with the operational team. They are not recruiting further peer advisors at present as the existing numbers reflect the current needs of the team. However, they will keep this under review. Peer advisors meet as a group once a month. During the first hour they discuss any issues with the Peer Development Manager. Following this they have an hour and a half session of reflective practice with an independent facilitator who provides feedback to the Peer Development Manager where necessary.
- ESURG has now been providing approval for beneficiary personal budget requests of more than £100 since January 2017. This arrangement has proven very successful with the group providing valuable

insights and advice. The group continue to constructively challenge personal budget requests where necessary.

- At the October ESURG meeting the group discussed future activity and direction. The group decided that, following the successful launch of their film 'The Forgotten Nation' about homelessness in February 2017, they would develop three more films tackling mental health, substance misuse and the justice system. They have decided that their next film will look at mental health across Lambeth, Southwark and Lewisham. The group have begun planning the film and have used Agile Project Management processes to identify priorities. Using the MosCoW prioritising system (must have, should have, could have and won't have this time) the group have decided that the film will focus on a number of areas including: the impact of cuts to services; the impact that mental health issues can have on individuals and how this can lead to other difficulties; and a spotlight on local organisations that provide innovative mental health support.
- A key task for ESURG, to be completed during the final quarter of the current financial year, will be to plan a set programme of work to cover the financial year 2018/2019. This will include work specifically aimed at supporting the programme but will also include work aimed at creating greater autonomy for the group. Longer-term planning will enable the group to work more efficiently and effectively and help to create a more structured approach to the development and delivery of projects and activities.
- ESURG will be assessing future options for the group over the next twelve months. It will undertake to explore these options placing particular emphasis on longer-term sustainability. With this in mind the group will be investigating the merits of community interest companies and assessing whether this might be a feasible option for the group. The group will look at pros and cons of the model, assess the success of other service user groups in the network that have taken this route, and consider how sustainable a community interest company could be (particularly in relation to the longer term and life after the programme). The group are exploring options of greater control through a devolved budget. This will allow them to plan more effectively and they believe contribute more effectively to the programme.

Liverpool

- The CSG has supplemented its membership inviting the Clinical Lead for Complex Needs and Clinical Lead for Adult Mental Health from the CCG and the Head of Supported Housing from Plus Dane. The Chair Colleen Martin has been appointed to the strategic group overseeing the delivery of the Complex Needs hub and appointed Chair of the operations group.
- Waves of Hope has informed the Mayor's report into 'Routes out of rough sleeping', which has resulted in the announcement of a new Complex Needs hub in Liverpool. Key strategic and delivery partners are actively involved in the development of this proposal and the commitment is to mainstream the New Beginnings service, Peer Mentoring and the lived-experience hub into this new hub imminently. This is a significant step that will sustain key elements of Waves long term and is real, tangible evidence of long term system change.
- Community of Practice events have taken place bringing together frontline workers, service users and agencies to discuss how MCN services within the city can improve. Future sessions are planned with commissioners.
- Delivery partners have been tasked with developing the community navigator model for Waves to adopt based on PSL proposal and success of approach in other MN areas.
- A Workforce Development plan launched in the city and agreement was given for LCC to take strategic lead.
- A System Change framework has been agreed, which has been driven and owned by the Evaluation, Learning and Legacy group; a solution focused group set up to address a gap in learning, with a remit to drive forward the systems change agenda and take ownership of the priorities and recommendations emerging from local evaluation activities.
- In-depth and shorter, reflective policy papers are now being produced and publicised through the

revamped Waves of Hope website. <https://liverpoolwavesofhope.org.uk/learning-and-evaluations/>

- The Alcohol Brain Injury and Health Relationship test and learn pilots have commenced providing significant opportunities for the partnership to engage with specialist workers in these fields to better support service users.
- Waves of Hope is evidencing some success on other programme outcomes with recent highlights including:
 - Shaping strategic planning and commissioning; adoption of elements of Waves delivery into the Complex Needs hub, shows that Waves is promoting coordinated interventions which are changing the provider landscape
 - All services had positive examples of progression – e.g. Peer Mentors into employment; New Beginnings clients going to mainstream learning; GROW trainees into employment; resettlement from ABS

Manchester

- ICM continue to deliver positive outcomes for service users whilst taking a strong role in the redevelopment of Homeless provision and service user voice across Manchester and a strong role in the developing Greater Manchester Homeless Partnership and the Health and Homelessness Strategy for Manchester and Greater Manchester.
- They have had a particular focus on revamping their communications strategy, reviewing their online presence and maximising opportunities to share learning as part of the programmes legacy. They have been [blogging](#) about the success of housing first, mental health and homelessness. The Grow Trainees working for the Mayoral Office as well as appearing on the Today Show and BBC Northwest. Four blogs were published over the quarter, focusing on co-production, innovation fund and the mental health and homelessness.
- The programme's use of Twitter has increased over the last quarter with more than double the activity. With almost 41,000 impressions, ICMs profile was accessed just under 4,000 times and we gained 100 new followers.
- ICM continue to develop strong coproduction principles and demonstrating commitment to sharing their learning with other grant holders in Greater Manchester as well as continuing to influence coproduction in the wider Greater Manchester Homelessness Strategy.
- Beneficiaries have been taking a lead role on the Mental Health and Homeless work in Manchester in a strongly coproduced approach. Whilst still in early stages, one of their early achievements has been [the visual minutes](#) of the mental health action group mapping out what is important and what needs to change in the current system of the current system as experienced by homeless people, advocating that 'No Wrong Door' is an approach, not a process.
- The approach to the involvement of lived experience continues to be used as a standard by which to assess the service user involvement of the wider Greater Manchester Homeless Partnership.
- Learning from ICM Housing First Pilot has influenced policy across Greater Manchester, particularly the design of the Greater Manchester Social Impact Bond as well as broader housing policy. The challenge going forward is 1) for ICM to show what a pure version of housing first looks like. As it is beginning to be mainstreamed they are planning to focus the next stage of their housing first work on people who were under represented in the Housing First Pilot such as women.
- ICM have developed their new business plan and there are a number of very interesting developments, particularly the development of a membership model for ICM as they move into the final half of the programme, which develops the aspects of the programme that have supported people forming a social movement to implement change and creating opportunities for communities to connect.
- The ICM blog in February focussed on [Health and Homelessness](#) that focusses on the work of the Mental Health Action Group of the Homeless Charter. This is an area that continues to be driven by the ICM team.

Newcastle & Gateshead

- Baroness Armstrong of Hill Top (Lab) mentioned the Fulfilling Lives Newcastle/Gateshead project in the Lords [debate on Universal Credit](#) 16 November 2017. She stated that 'The whole programme is proving exceptionally difficult. Many of the people we are working with are still a long way away from the labour market...With the most vulnerable, universal credit is, ironically, making it more difficult, not more straightforward, to get them job-ready and into whatever jobs are available'.
- An Evaluation report of Northumbria Community Rehabilitation Company (CRC) secondment pilot to Fulfilling Lives Newcastle Gateshead has been produced <http://www.fulfillinglives-ng.org.uk/wp-content/uploads/2017/11/CRC-evaluation-report-2017.pdf> . As a result of the pilot Northumbria CRC are exploring a new model of working, they plan to embed the skills and learning developed by the CRC seconded worker into this new model. Northumbria CRC has identified that a key learning point for practitioners is to understand the lived experience of people with multiple and complex needs.
- The complex needs multi-agency training pilot is now complete and a full report evaluating the positive impact on staff published on the projects FL website <http://www.fulfillinglives-ng.org.uk/wp-content/uploads/2017/10/Multiple-and-complex-needs-training-evaluation-FINA.pdf>
- The project team presented key findings from their access to secondary mental health services survey to the FLN&G Operations Group and developed a presentation for a Core Partnership representative to share with the Newcastle Gateshead Mental Health Programme Board. They noted that a wide range of barriers to access were recorded; those most commonly referenced relate to a need to improve access for those clients misusing substances and timeliness and flexibility of services being offered. Following discussion of the findings in relation to access to mental health they developed three key system change asks:
 1. Workforce development to build resilience in housing providers across the system, with a focus on psychologically informed environments/trauma informed approaches.
 2. Shared responsibility across the system when a client is housed, including effective collaboration between health and housing partners to ensure access to timely and effective support.
 3. Access to specialist housing for people with co-existing needs around mental health (complex trauma) and substance use.
- As a result of the project's work around Universal Credit they have developed a good relationship with the Revenues and Benefits Department of Newcastle City Council, with consistent engagement with the operational reference group. Following conversations around transition from supported accommodation to an independent tenancy, the Department made an offer of £26k to FLN&G to provide Discretionary Housing Payment support for people struggling to access a private tenancy as a result of LHA shortfall.
- The project's co-production lead recently delivered a presentation to Newcastle Service User Forum sharing the research their experts carried out for the Five Bridges Project (formerly known as Rough Sleeper Social Impact Bond) regarding the experience and impact of using services for people experiencing multiple needs e.g. Basis in Gateshead and the Multiple Exclusion Team in Newcastle. On the back of this they were asked by Newcastle City Council to facilitate some peer research on why people beg in the city. Alongside the project's research and evaluation team they conducted this research providing a report to the council. One of the experts also agreed to share his experience of begging which went down really well but also had a massive impact in awareness. With the success of both research projects, 7 experts will be trained in Peer Research skills to carry out a project researching the experience of people experiencing Multiple Complex needs and the Care System
- FLN&G have worked collaboratively with Fulfilling Lives WY-Fi programme to write and deliver an introduction to PIE training day for organisations. Ray Middleton worked with Roger Abbot, WY-Fi's Workforce development Lead to write the training and this was co-delivered by Ray and Roger in Leeds in November with positive feedback.

- Building on their involvement in FL PIE pilots and staff attending the “Training the Trainer” course Mental Health Concern have decided to incorporate PIE targets into their CQUIN targets. This is where some of their income will be dependent on demonstrating improvements in this area and is organised through a scheme in healthcare known as The Commissioning for Quality and Innovation (CQUIN).
- Experts continue to attend Respond training with the most recent being in York and Middlesbrough. The one in Middleborough was attended by the Head of Police for Wales who was astounded at the quality of the input from the experts.
- NHS Patient Citizens Training: Co-production lead recently took part in a 3 day training course aimed at creating effective peer leaders. This was successful training with links made both within the NHS and further afield. This has resulted in a request from Newcastle Healthwatch to meet up and see how they can utilise the EBE network.

Nottingham

- The project’s annual learning event ‘Changing the system, challenging stigma’ in October was well attended and received. The project was pleased to have secured the new City Council Portfolio holder for Adult Social Care and Health, Councillor McDonald to deliver a key note speech at the event. Other items include a presentation from organisations involved in partnership work with the project, a question and answer session, an overview of the latest project data, a launch of the Facts About Me sheet and an anti-stigma video that was produced by the expert citizen group.
- For the first time since the project started, the Opportunity Nottingham Board now has representation from both the National Probation Service and the local Community Rehabilitation Company. This will significantly enhance the projects capacity to engage with the criminal justice sector and to target criminal justice services for inclusion within the system change agenda. These new relationships were utilised by including probation representatives in a working group that will look to review the proposed changes to local and national criminal justice systems and establish better working relations with providers working within the criminal justice system. An initial meeting has been planned to take this forward in quarter two.
- The Opportunity Nottingham Board has agreed on the need to produce a new System Change plan. A sub group consisting of Board members has begun work on the production of a new plan. The group recommends the following be included in the new plan:
 1. A review of progress against the old plan – “successes and learning.”
 2. The changing context
 3. Priorities – our change levers
 4. Transition
 5. Legacy
- The Opportunity Nottingham Project Manager continues to be a member of the Nottingham City Voluntary and Community Sector reference group. The group has identified its key priority areas for the coming year, one of which includes System Change. The project manager has agreed to be the lead person within the group for taking this area forward, and will ensure that project learning is incorporated into the development of this agenda. Another strategic priority of the group is around commissioning. The September System Change Board agreed that this group would be a suitable forum in which to discuss the proposed City commissioning standards.
- The project continues to attract interest from areas outside of Nottingham City – 1)Community Safety Leads and Commissioning managers at Nottinghamshire County Council, learning from the project was shared as they are planning to set up a complex needs service that is loosely based on the project’s business plan and model of operation. 2) A meeting was also held with Mike Manley (the former Police Board representative for Opportunity Nottingham) who is leading on the establishment of a complex needs team in Ashfield. 3) They met with Councillors and Senior Managers from Birmingham City Council who made a visit to Nottingham to see how the Housing Gateway and Rough Sleepers

Outreach Team operate. They were able to promote the Fulfilling Lives Programme and highlight areas where they think the project has made a positive contribution to system change.

- Opportunity Nottingham has continued to provide representation at the Mental Health Crisis Concordat Task and Finish Group Meetings. The meetings work to deliver an action plan that aims to ensure that there are sufficient levels of mental health crisis support across the City and County, and to address inequalities or gaps in service where they arise. During Q2, the working group agreed to refresh the existing plan and introduce new priorities for 2018. Opportunity Nottingham has gained agreement from other members that one of the key priorities for the coming year should concern meaningful beneficiary consultation, inclusion and participation. Opportunity Nottingham has agreed to make available the support of the Beneficiary Ambassadors and the Expert Citizen Group in order to facilitate this development. The project Manager and Beneficiary Ambassador Mental Health Lead worker will attend the February 2018 meeting and lead on discussions about how to implement this, as a major agenda item. It is anticipated that this could have a major impact in terms of introducing meaningful beneficiary participation and consultation within mental health service design and delivery.
- Progress remains slow in relation to the acquisition of suitable properties that could be utilised for Housing First Accommodation. The Opportunity Nottingham Independent Chair has been supporting the project by approaching Nottingham City Homes in order to see if they have suitable properties that could be made available. Despite the lack of progress in obtaining properties that might unlock the use of capital funding, the success of an increasing number of beneficiaries who are maintaining private rented tenancies, with the support of the commissioned tenancy support service continues to be noteworthy. The Multiple Needs Tenancy Support team has maintained its incredible rate of successful tenancy sustainment and currently has capacity to support forty five beneficiaries. This success has provided clear evidence of the effectiveness of the use of private rented accommodation within the delivery of a Housing First model. However, further work is needed in order to decide a long term approach to the use of Housing First accommodation.
- The project has published their rough sleeper report. Graham Bowpitt from Nottingham Trent University has published the following article referencing the report - <https://theconversation.com/how-politicians-can-prevent-more-homeless-people-from-dying-on-the-streets-91990>
- Beneficiary Ambassadors were invited to teach first year students on the Social Work course sharing an insight into how Opportunity Nottingham engages with beneficiaries. The session was interactive and focused on conversations with students. The feedback we received was that students enjoyed this experience and value the voice of lived experience into teaching.
- Many beneficiaries completed a series of theatre therapy workshops culminating in a performance to a small and select audience.
- Members of the group have enjoyed the first of two sessions of tailored storytelling training provided by 'Sound Delivery' as part of the Opportunity Nottingham Media Strategy. The objective is to build 'lived experience' content for communication purposes: the website, in print and in live settings. This activity is rooted in a consideration of risk and consent, but ultimately is about providing opportunities and building confidence.
- Beneficiary ambassadors and expert citizens have been working on developing a peer research initiative in common with 'Opportunity and Change', 'SEA' and 'Money Sorted'. The hope is to attract, recruit, train and offer a range of opportunities to new peer researchers, including the Opportunity Nottingham local evaluation.

Stoke

- The Systems Change Panel has two proposals under consideration both of which will be moving forward to implementation. The first is a research proposal looking at the effectiveness of hospital discharge for homeless people. The research to be commissioned through the partnership will

contribute to the fulfilment of Priority 2 in the Homelessness Strategy for the city as well as preparing for the implementation of the Homelessness Reduction Act 2017. The aim of the research will be to evaluate the effectiveness of current procedures and to make recommendations, co-created with commissions and other stakeholder groups, for improvements and ascertain what the impact of the implementation of the Homelessness Reduction Act may be. The research will be led by CHAD on behalf of the VOICES partnership. The second proposal relates to the development of a Housing First service for the city of Stoke-on-Trent. Led by Brighter Futures in partnership with Staffordshire Housing, Arch North Staffs and the Expert Citizens CIC the project aims to 'harness intelligence from regional/national/international 'best practice' to develop a credible, evidence-based business case to secure long-term sustainable funding of a multiagency driven Housing First service for Stoke-on-Trent.' The service will be offered to those individuals where a traditional housing pathway fails and will be offered on a single requirement; that the customer wants to maintain a tenancy. The Expert Citizens will be providing support via their Peer Mentor programme as well as providing impact and quality reviews via their Insight framework.

- In addition to the delivery of the co-ordinator service VOICES are working with, and developing training for other agencies to create a more responsive, better informed frontline workforce. This has included training and distribution of Naloxone kits. Since December 2016, 500 kits have been and to date there have been thirteen recorded reversals from overdose using these kits. As stated in the internet article 'In addition to saving lives Naloxone also saves money, the use of the kits reducing the cost of an overdose situation to the emergency services from a potential £20,000 per person down to around just £400.'. The Expert Citizens have been working with VOICES and Re-Solve to design Legal Highs/NPS training ensuring that the perspective of lived experience is combined with professional training. These opportunities are being designed a delivered as part of the projects overall learning programme feeding into and taking learning from the Communities of Practice and other information sources.
- The VOICES project team alongside the Expert Citizens have worked with Staffordshire University to create an accredited Peer Mentoring course the first pilot course was tested in July and the feedback is extremely positive. One participants reflections can be read here.
- The annual Insight Conference was held in November with Dawn Austwick (CEO of the Big Lottery Fund) and Sarah Benioff (Deputy Director of the Strategic Programmes at the Big Lottery Fund) in attendance. Overall the event went very well and was trending on twitter at one point on the day. The event space was used to showcase the Humans of Stoke work alongside some of the other projects that exist within the city that provide help to the client group. The event was really positive and reinforced the projects narrative about the inclusion of lived experience and also how frontline workers can help change the course of people's lives.
- The VOICES project and Partnership remain involved in some significant locally focussed strategic fora such as the Hardship Commission and the Cooperative working board. VOICES were integral in developing a response to the local authority budget cuts on behalf of the Hardship Commission which led to questions being ask during PMQs by the local MP and subsequent questions being raised in local chambers. There are significant budgetary issues within the local authority and cuts to services affecting the MCN population are looking to be quite substantial. To mitigate against some of the detrimental affects the project is pushing ahead with the systems change focused workstreams such as housing first and the hospital discharge protocols. It is hoped that by demonstrating the benefits of working in different ways, the fiscal benefit as well as the outcomes for individuals can be reaped by all.
- Through a combination of campaigning and some focussed communications work, the project has succeeded in getting a partial re-wind of proposed cuts to homelessness health care provision. Originally the CCG decommissioned the community matron for the homeless which was, for many, their only route to access primary care via outreach services at organisations such as the Salvation Army and Open Door. Following this the CCG has undertaken a consultation exercise with service users, service staff, and members of the clinical services. The findings support the need for a

replacement service as opposed to a complete withdrawal of services. VOICES have met with the local CCG commissioners to discuss the potential avenues for joint working.

- The VOICES learning prospectus has undergone a minor re-vamp along with the project website and bookings are now integrated via Eventbrite which has reduced the amount of admin involved. There has also been a greater uptake from other agencies taking up the training offer. Local DWP and Local Authority staff have been on drug and alcohol awareness courses and compulsive hoarding. It is anticipated that the more a learning culture can become embedded within local practice, the more empathetic service providers will be toward clients with multiple needs leading to better client engagement and less negative experiences.
- There continues to be a demand from external agencies to learn about the Social Care Multiple Needs Toolkit developed within the VOICES project and, although this is very positive, there has been impacts on the staff member's capacity to deliver this work alongside day to day operations. Due to this on-going demand the project are in the early stages of talks with a media company to develop a series of videos and other web-based materials as part of an on-line training/learning resource. Not only will this alleviate some of the operational pressures as well as increase the potential reach for this resource.
- The Expert Citizens are also working with a cohort of final year medical students from Keele University to revisit the [Gatekeepers report](#) to ascertain the impact of the first report and all the follow up actions that spun out of it. Initial findings are that there hasn't been much of a shift in the practice of GP surgeries in registering homeless people. A full report is currently in the process of being written up and should be available for the partnership to formulate a forward action plan in the coming quarter.

West Yorks

- The recent Business Review event and SCAN meeting were well attended and supported from agencies at all levels, several senior leaders from within commissioning (Leeds) and the Criminal Justice sector were particularly prominent alongside good representation from the service sector. The day helped to reinforce the message that the MCN world is not a single service issue and that collaboration is key to success, mostly the key leaders in attendance were in agreement and appeared positive about the potential outcomes from WY-FI and its ability to influence/inform future service development. It is also worth noting that WY-FI were one of few partnerships to be able to bring non-project staff at a leadership level to the national programme event.
- Each of the locality areas has been undertaking reviews of their own systems change strategies and, in response to local need, adjusting some of the priorities accordingly. In each locality the group is supported by the project team from the Hub and feed into the overall systems change agenda via the partnership SCAN group. This structure is in its infancy and has yet to bed in completely although early indications are that the revised structure will better support the overall systems change agenda.
- WY-FI Peer Mentors have been working with West Yorkshire Fire and Rescue Service to carry out 'safe and well assessments' for vulnerable people with multiple and complex needs. The pilot will run for six months and it is expected to help the fire service engage with the client group in a positive way and increase beneficiary and public safety.
- The Wakefield Navigator team were recently awarded 'a police District Chief Superintendent's Commendation for 'working in partnership with the police providing help and support to vulnerable offenders and successfully helping to steer them away from a life of crime.' Evidence that the project and is valued beyond its immediate boundaries and is having an impact on people's lives.
- It is noted in the project reporting that each of the locality areas are experiencing additional demands on resource as referrals remain consistently high although this is, in some way, being mitigated by the effectiveness of the MARBs and the ability of key workers to generate flex within the system to support clients who don't make it onto a Navigator caseload.

- There are still some sticky issues within service delivery particularly around dual diagnosis and a reluctance from Social Services to engage with MCN clients. There has also been some difficulties caused by the redesign of Drug and Alcohol services in Bradford and the liquidation of the provider of D&A services in Kirklees. These issues are all recorded and are being actively managed within the locality groups. Where significant issues arise or blockages exist these are then brought to the attention of the Partnership Board.
- The 'story of me' replaces the previously named 'passport' document and is being developed following feedback from beneficiaries/Network members about the frustrations of having to repeat their story many times to different services. It is envisaged that the 'story of me' will be a document that beneficiaries can share with services as they choose. The final document will be owned by beneficiaries and will contain basic information they want to share about themselves such as hobbies, aspirations and achievements, as well as information about their triggers, substance of choice and key worker contact details.
- The MARBs continue to be highly effective and are generally well attended across each locality and although the same broader purpose of the MARBs remains consistent some of the localities are developing the MARBs to incorporate other functions in response to an identified local need. In Leeds the MARB has gained city wide recognition and is attended by the commissioner of several involved agencies. They will incorporate additional discussions specifically about vulnerable women, mental health involvement, and a top 10 street activity cohort. This last addition relates to three new complex needs posts funded by Leeds City Council and embedded into the Street Outreach team and will cover beneficiaries who aren't covered by WY-FI, further evidence of the influence of the project on future service design and delivery. The WY-FI project team are also working with LCC on developing a 'virtual team' to support the extended MARB agenda. In Bradford the MARB is being used as a vehicle to deliver supportive training between involved agencies. Recently Bridge delivered training on NPS/legal highs and steroids to mental health service providers. There are examples from across the localities that the WY-FI project is having influence on other services, Women's Lives Leeds have recruited complex needs workers and they are working with WY-FI to link into the urgent care outreach team. There is also better engagement within the strategic forums within the area and the Kirklees operational manager has recently secured a presence on the West Yorkshire reducing re-offending Advisory Group. It was noted at the most recent SCAN meeting that the project needs to target the existing infrastructure such as this, to ensure the project maintains a presence and influence outside of the WY-FI partnership structure.
- The current evidence suggest that services are being more flexible and willing to work with clients and other providers in a different way although this remains ad hoc and can be quite localised. The key for the project over the next 12-24 months will be to take the learning and examples of this transactional systems change and turn it into transformational change.
- The Housing First project for sex workers in Leeds has secured long term funding and will continue delivery from March 2018 independent from the W-FI innovation workstream. The lead organisation on this pilot will be presenting at the Homelesslink HF National Conference specifically talking about gender specialist Housing First service for women.
- The Co-production Champions have produced a report reflecting on their first 4 months in the role. The report gives a perspective on how the actuality of the job role differentiates from what the original expectations were and follows on from a blog reflecting on their first week in the job looked like. The ongoing support for the Network members and the promotion of co-production is real strength of the project and is creating a wider sphere of influence with partner agencies and beyond. The Network is still working towards becoming an independent entity and, via MEAM, have brokered some skill sharing arrangements with the Expert Citizens of Stoke.