

# FULLING LIVES

Newcastle Gateshead

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28<sup>th</sup> September 2016

[www.fulfillinglives-ng.org.uk](http://www.fulfillinglives-ng.org.uk)

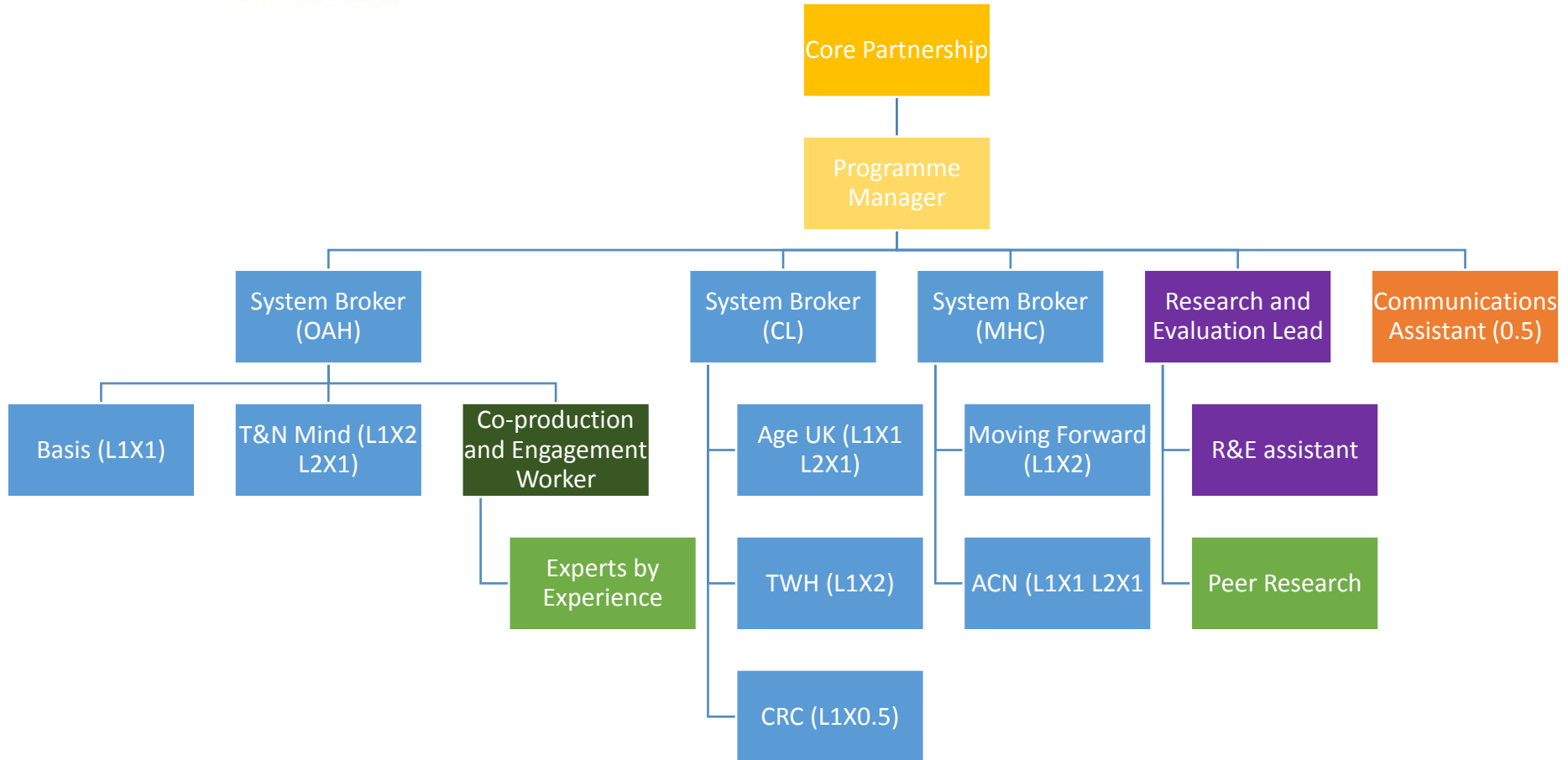
@fulfillinglives-ng



**CHANGING  
LIVES**

# What is Fulfilling Lives?

- Big Lottery funded programme aiming to better support people with multiple and complex needs and work in partnership to effect system change
- **£5.5m over 8 years** working across Gateshead & Newcastle
- Multiple & complex needs defined as having a combination of:
  - Addiction, Poor mental health, Homelessness, Offending history
  - **AND** ineffective contact with services
- Core partnership: ***Changing Lives, Oasis Aquila Housing, Mental Health Concern***
- Delivery partners supported by Blue Stone Consortium:
  - *Tyneside & Northumberland Mind, Age UK Newcastle, Tyneside Women's Health, Advocacy Centre North, OAH, MHC & Northumbria CRC*



# Our Key Principles

## For our clients:

- A whole person approach
- Stickability
- Asset based approach
- No signposting

## For the system:

- A whole system & preventative approach
- Try new things
- Reflective learning and development
- Listening and collaboration
- Sharing evidence and learning from the programme at a regional and national level

# Current snapshot

- After 6 months of engagement the average NDTA score has **reduced by 9 points** from 31 to 22. After 18 months this has sustained with an average score of 18.
- Current active caseload of **121 clients**
- We have worked with **216 clients** overall
- **17** beneficiaries have progressed to **move-on support**

## On average, after six months of engagement:



Beneficiaries have moved from being at **immediate risk of loss of accommodation** to **living in short term or temporary accommodation**



Beneficiaries drug or alcohol use has moved from **recurrent use of alcohol or drug abuse** to **some use of alcohol or drug abuse** with only some effect on ability to function



Beneficiaries have moved from showing **definite indicators** of deliberate self-harm or risk of suicide to **minor concerns** about self-harm and suicide risk



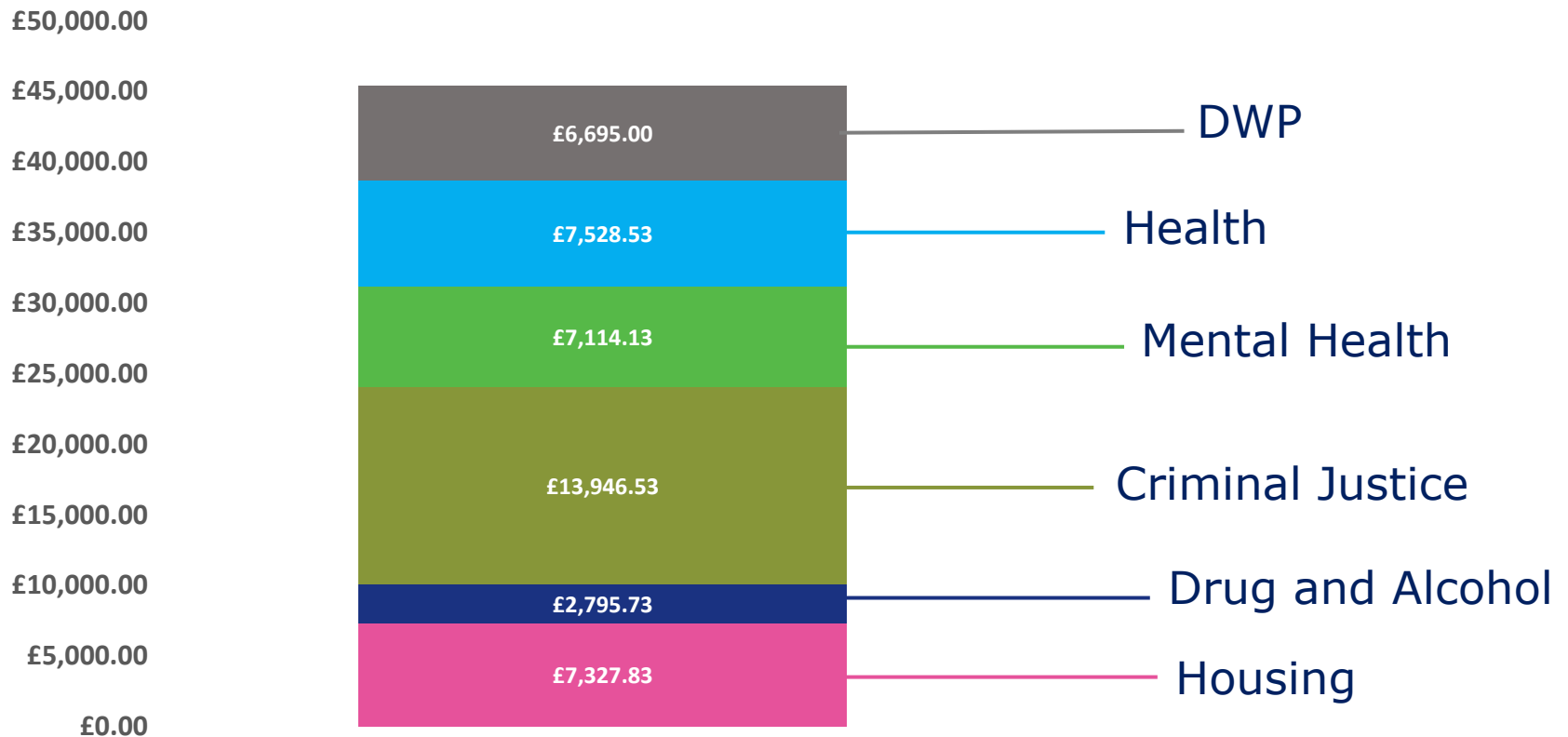
Beneficiaries behaviour has moved from **risk to property and/or risk to physical safety** of others to **minor anti-social behaviour**

# The client profile

- Most likely to be **white, male**, aged **25 – 34**
- Second most common profile is **white, female**, aged **25 - 34**
- **Men** are much more likely to present with **all four needs**
- **16 times** more likely to be **self-harming** than an average adult
- **25%** of clients have a physical or learning **disability**
- At least **25%** have **no educational qualifications**
- **37%** of female clients have a **child no longer in their custody**

# Costs to the system

- Estimated average cost of **£45,000 per person** annually



■ Housing ■ Drug and Alcohol ■ Criminal Justice ■ Mental Health ■ Health ■ DWP

# System change focus 2016-18

**Fulfilling Lives will work in partnership to research, explore and evaluate 4 key areas of the system we know are currently impacting on our multiple and complex needs client group:**

- Access to **Mental Health** Services
- **Gender specific services**
- **Transitional periods** (hospital, prison, rehab, DWP)
- **Workforce Development**: What makes an effective multiple and complex needs worker?

**We will be explore each area at our Operational groups. Join us for Transitions on 30<sup>th</sup> September 2016**



# Experts by Experience



# Navigation Model

Substance use services

Mental Health Services

## The role of a Navigator

Navigating the system.	Coordinating multi agency meetings
Advocacy.	Stickability/long term consistency
Connecting appointments.	Advice and guidance for family/careers
Managing diaries.	Prison in reach
Communicating issues within silos.	Challenging decisions
Identifying blockages.	Enhancing attendance/engagement
Costings.	Supporting resettlement
Point of contact for professionals.	Tracking progress
Accessing personalisation fund.	Recording all information

Offending/Probation

Housing/Homelessness services

# Navigating the system

**Graham Carter**  
**Fulfilling Lives Service Navigator**  
**Mental Health Concern**



# How you can get involved

Fulfilling Lives Operational reference group

[Richard.Cunningham@fulfillinglives-ng.org.uk](mailto:Richard.Cunningham@fulfillinglives-ng.org.uk)

Experts by Experience NG

[Mark.tunney@fulfillinglives-ng.org.uk](mailto:Mark.tunney@fulfillinglives-ng.org.uk)

For more information about the programme:

[www.fulfillinglives-ng.org.uk](http://www.fulfillinglives-ng.org.uk)