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28th September 2016

www.fulfillinglives-ng.org.uk
@fulfillinglives-ng
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

![Costs Breakdown](image)
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 30th September 2016
Experts by Experience
Navigation Model

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
Navigating the system

Graham Carter
Fulfilling Lives Service Navigator
Mental Health Concern
How you can get involved

Fulfilling Lives Operational reference group
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Experts by Experience NG
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For more information about the programme:
www.fulfillinglives-ng.org.uk