

At-a-glance quarterly report for stakeholders July - October 2017



Facts and stats

Client stats

- 255 clients engaged to date
- 102 active clients
- 14 on move on
- 16 disengaged
- 123 closed clients
- 34% female clients, 66% male
- 10% 18 – 24 years old
- 70% 25 – 44 years old
- 19% 45 – 64 years old
- 2% over 65
- 4% of accepted clients are BAME
- 4% of accepted clients are LGBT
- 53% of accepted clients have a self-reported disability

Support needs at referral

- 46% are homeless
- 96% have substance misuse problems
- 94% have mental health needs
- 84% have a history of offending

Number of people accessing services

- Drug and alcohol service - 52
- Arrest - 32
- Magistrate court proceeding - 28
- Night in police custody - 27
- Presentation in A&E - 26
- Community mental health team - face to face contact - 22
- Conviction - 20
- Night in prison - 15
- Hospital inpatient episode - 14
- Police caution - 11

The total number of people is taken from people who were active during the quarter and who gave consent for their data to be used. This accounts for 140 people. The data is taken from counts given for the quarter Q3 2017 (August-October 2017).

Welcome...

to our first Fulfilling Lives Newcastle Gateshead quarterly newsletter

It's been another busy period for our brilliant Fulfilling Lives Team and as you'll see, our focus is Criminal Justice this quarter. In this newsletter we're reporting an extra month of activity due to all the work we've done in this area during October and wanted to share with you all!

84% of our clients have an offending history so we are really interested in criminal justice. You'll read about our work with partner agencies to understand the criminal justice system and how it works, or doesn't, for people experiencing Multiple Complex Needs (MCN). For example, our reporting explores our clients' experience of prison release and the Task and Finish Group, now facilitated by Clinks, looks at services for people with shorter sentences.

We also hosted our annual event 'Unlocking Potential' on 4th October with over 80 professionals and people with lived experience coming together to explore the Criminal Justice landscape and look for solutions to improve outcomes for people with MCN.

Our Experts by Experience Network continues to go from strength to strength and as we're now half way through the programme we've been doing a lot of thinking about how we make a lasting legacy for people with MCN over the next 4 years!

Our ultimate aim is system change so people with multiple needs can access the support they need. We commissioned New Economics Foundation to evaluate our programme's approach to system change this year. It makes an interesting read and shows we are heading in the right direction. We've offered an update on our system change activity in the newsletter so please, if you think we could work together on any of the key areas then get in touch, we'd love to speak to you.

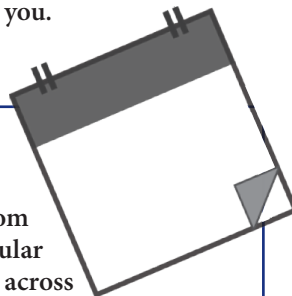
Lindsay Henderson, Programme Manager

Upcoming Events

We hold Operational and Strategic Group meetings every Quarter, as well as Information Sharing Days for teams from across the country interested in the work we do. These regular events encourage a proactive approach to sharing practice across Newcastle and Gateshead.

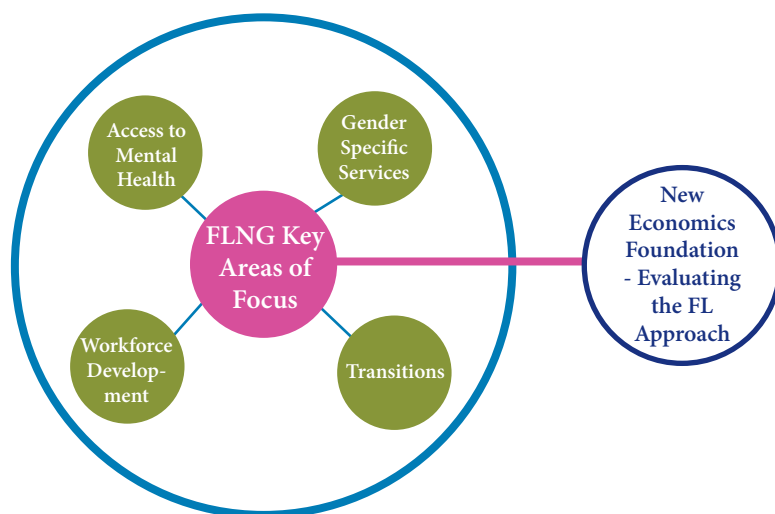
Our next Strategic Group meeting is 6th December 2017, and will be held in Gateshead. Our next Operational Group meeting is scheduled for 9th February 2018. Our next Information Day will be held on 27th February 2018, venue TBC.

If you would like to attend one of these events, please get in touch with us by emailing: info@fulfillinglives-ng.org.uk.



SYSTEMS CHANGE FOCUS 2016-18

Our programme aims to support the wider system across Newcastle and Gateshead to improve services and support for individuals with multiple and complex needs. To the right, you'll see our current activity.



Spotlight on...

TRANSITIONS

One of the key areas of the programme's focus is periods of transition, when people move from one environment to another, or experience a significant change. Evidence from the first few years of our programme has identified these periods to be times of increased chaos, crisis, and vulnerability.

We are currently exploring these transitions and their impact on people with multiple and complex needs, including:

- Adult Social Care: Understanding the Care Act and hospital discharge
- Housing options in Gateshead and Newcastle
- MCN clients who have No Recourse to Public Funds
- Universal Credit: the experiences of our clients and their interface with DWP when claiming UC
- Prison Release: the transitions our clients experience in the Criminal Justice System is the main focus of this newsletter

Criminal Justice Case Study

Anne* is a 47 year old woman who was referred to us by the DART team at HMP Low Newton. She began working with the programme in 2015.

Anne is chronically homeless, has a heroin addiction and carries a diagnosis of personality disorder and chronic and severe PTSD. She is also a prolific offender. Anne has a child who has been removed from her care. Anne has been known to services for a number of years and is in a cycle of offending and homelessness.

In March 2015, Anne was released from prison to accommodation out of area, however there was no continuity of care as both probation and drug treatment services remained locally. Following intensive support from Fulfilling Lives, support services were put in place; however a change in bail conditions meant Anne was evicted from her accommodation and ended up sofa surfing. She has been recalled to prison seven times with periods of sofa surfing, hostel and supported accommodation whilst in the community.

As a result of this constant movement between custody and community, it has been very difficult to support Anne to engage with the services needed to support with her severe mental health problems. Following an initial attempt to refer her for a mental health assessment, which was unsuccessful as a result of a return to custody, crisis management took priority in the navigation and support being offered.

We have now worked with Anne for two years. Since the last release she remained in a direct assess hostel for 5 months then accessing supported housing in August where she currently remains. Anne is doing really well, in fact the best she's been since 2015 and a second referral for mental health support is being made.

*name changed for anonymity

What NEF think of our approach

Fulfilling Lives Newcastle Gateshead is utilising an effective range of approaches to achieving systems change: each of the four main routes to change identified is an important element of its approach.

The programme and its partners have achieved some significant early systems changes. It is successfully cultivating many of the pre-conditions of systems change, putting it in a strong position to influence further changes over time.

What we should do next

Now the programme should turn its attention to establishing itself more fully as a systems change programme and communicating what this means; strengthening the Expert by Experience voice in its work; and moving from the identification of systematic issues towards action and the development of new ways of doing things.

You can read the full report from the New Economics Foundation on our website here: <http://www.fulfillinglives-ng.org.uk/resources/>

We used these findings in our programme review - watch this space for our new-look programme in April 2018!

UNDERSTANDING THE TRANSITION BETWEEN THE COMMUNITY AND PRISON FOR PEOPLE WITH MULTIPLE AND COMPLEX NEEDS

We have published some research this year which aimed to better understand the transitional period from prison to the community for our clients.

SUMMARY OF KEY FINDINGS

The research focused on a subset of FLN&G clients who had served a custodial sentence during their time working with us. A total of 50 clients met this criteria, constituting 21% of our overall accepted caseload to date.

We began by comparing the needs presented by these clients against the overall caseload, namely: homelessness, mental health needs, substance misuse problems, and history of offending behaviour.

It became evident that the prison subset of clients do present with a higher level of need than the average FLN&G client.

This is particularly apparent in relation to housing with a 16 percentage point difference between the overall cohort and these specific clients, giving an indication that there is a link between housing or accommodation issues and offending behaviour.

In addition, 100% of the prison subset presented with mental health needs, compared to 95% in the overall group.

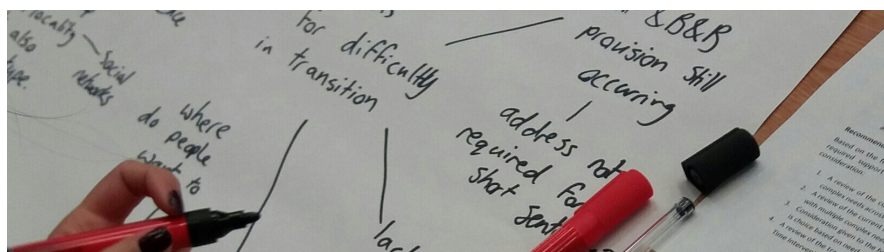
Other key findings from the report:

- Accommodation appears transient and unstable:
 - 71% of clients had different accommodation on release than they had prior to custody
 - 44% were released to No Fixed Abode
- 42% of these FLN&G clients have either re-offended or been recalled

RECOMMENDATIONS

Based on our findings, we recommended that the current assessment and screening for support when in prison, and the pathways and strategy for prison release, be reviewed for our client group by both criminal justice and housing services. We've also asked for assurance that consideration is given to the housing options offered to people leaving prison, to ensure there is choice based on need.

Since the publication of this report, our Strategic Group has formed a Task and Finish group to deliver on the recommendations, and we also focussed our 2017 Annual Event on the experience of our clients in the Criminal Justice System.



ANNUAL EVENT

Unlocking Potential : Exploring the Criminal Justice Landscape and How to Improve Outcomes for People with Multiple and Complex Needs

In October we welcomed over 80 colleagues from partner organisations across the country to our 2017 Annual Event in Gateshead, which was opened by Changing Lives' CEO, Stephen Bell OBE. The focus on this year's event was our client's interactions with the Criminal Justice System, and we had presentations from Northumbria CRC, Clinks, and The Big Lottery Fund to explore how our findings match up to the national picture.

Workshops provided our guests with a platform to share their experiences and learning from the frontline, with feedback being collated and shared with those in attendance. Here's some of the key points we took away:

- We need to understand the system from an offender's point of view and their experiences to improve outcomes: this will embed co-production in the delivery of criminal justice provision
- Multi-agency communication – particularly important so people have access to services in prison and once released so they have continued care from prison – not asked to start again and reconnect with services.
- Courts need to understand the impact of short term sentences (no chance to rehabilitate) – for women in particular and has impacts on accommodation and benefits
- Multiple and complex needs workforce development plan could up skill and motivate staff working in the prison to see that people do move away from offending.
- Release can be chaotic - Friday afternoon releases conflict with system provision and people on remand can experience a less planned release

We hope that you found the day insightful and interesting if you came along!

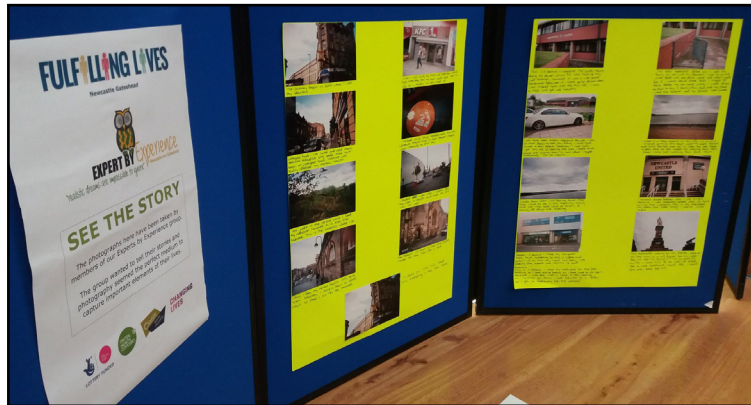
Task and Finish Group

The next meeting takes place 4th December 2-4pm at Changing Lives' Central Office in Team Valley, Gateshead. We will work through some case studies to explore best practice and solutions around short sentencing and accommodation options. The group has an active multi-agency membership so please get in touch if you'd like to come along and check out the notes from the meetings on our website.



EXPERT BY Experience.

"realistic dreams are impossible to ignore" Newcastle and Gateshead



EBE photography project

Star of the show at our annual event was the Experts by Experience photography exhibition.

'I absolutely loved it. The main thing was my mum finding out how well I was doing. I thought it was great to see the photos. Everyone made me feel welcome. It feels like I've got support all around me.'

Participant in the photo project

Called 'See the Story', this art project saw our Experts take disposable cameras out into the city to capture significant spaces and places from their lives. The result was a truly moving mix of happy and sad memories about life-shaping events.

In six months time, this project will be repeated, to see if there has been any changes within the system or the Experts' lives.



Consultation & Research

Our Experts By Experience Network was recently asked to facilitate some consultation for Newcastle City Council who are due to launch a new begging policy and campaign.

The Co-Production Lead and Research and Evaluation Lead have also worked alongside the Council to gather the experience of a sample of people begging within Newcastle over the past month.

Our Experts have expressed a keen interest in doing research around the care system and the impact that has on multiple needs. A visit to Who Cares? Scotland has been arranged for late November to see their co-production in action, and to see if there is anything we could implement in the North East.

For more information about the EBE Network, or if you're interested in working with our Experts, contact our Co-Production Lead, David McCormack: david.mccormack@fulfillinglives-ng.org.uk

Our Expert by Experience Network is going from strength to strength; reviewing the referral processes, developing a clear pathway for experts' progression and now recruiting more Fulfilling Lives clients to join the Network; increasing our authentic voice.

To date there have been 24 referrals from Fulfilling Lives' Navigators and partner agencies, 3 self-referrals and 8 referrals from other agencies in the Newcastle and Gateshead area. We currently have 14 active EBE members ranging from 22-58 years of age. We are looking to recruit more female members to include their voice in our gender-specific work.

The Experts have a wide range of interests and input in the Fulfilling Lives programme, including the co-delivering of RESPOND Training with NTWNHS, and Peer Research with the system change areas of 'Access to Mental Health' and 'Transitions' being of particular interest.



Recovery walk 21st July 2017

Over 100 people signed up to join us on the walk in Gateshead, and we welcomed Gateshead MP Ian Mearns to our celebration event at the end of the 16 mile route. It is the longest recovery walk in the country and in its 7th year.

Award for EBE network

The EBE network was recently recognised at Changing Lives awards ceremony for outstanding service user involvement due to co-production of RESPOND which is a fantastic achievement for all involved both past and present.

RESPOND training

Fulfilling Lives' Experts by Experience Network has been part of co-producing films, scenarios and delivering RESPOND Training for "Blue Light" responders in the North East. This has since been approved for roll out to Cumbria and North Yorkshire.

There is no other training such as RESPOND, which encourages participants to understand how situations and actions can affect the person in crisis and to see things from their perspective.

National Expert Citizens Group (NECG)

We attended the NECG annual conference in October, where we shared our 'See The Story' exhibition. As part of the conference our Co-Production Lead co-facilitated a work shop loosely based on RESPOND, challenging people's perceptions of people with multiple needs.

We will be hosting the next NECG meeting in December, focusing on criminal justice, welcoming Experts from across the country to Newcastle.