

## Year 1 Review and Evaluation Findings

### **Purpose**

The purpose of this brief report and presentation is to:

- Update Gateshead Health and Wellbeing Board on the progress and Year 1 evaluation findings of the Fulfilling Lives Newcastle Gateshead Programme.
- Secure continued support for the principles of the programme and commitment to joint working

### **Recommendations**

Gateshead Health and Wellbeing Board:

- Continue to support the principles and work in partnership with Fulfilling Lives towards improving outcomes for people with multiple and complex needs and 'ingrained inequality'
- Explore the potential of the Navigator model to improve access to and effective use of services across health and wellbeing services
- Supply information which helps further demonstrate costs of the client group and potential budget savings that can be gained

Commit to using the learning from Fulfilling Lives in commissioning decisions to develop services which cut across traditional boundaries and better meet the needs of the whole person.

### **About Fulfilling Lives Newcastle Gateshead**

The Fulfilling Lives Programme is seeking to help people with complex needs to better manage their lives, by ensuring that services are more tailored and better connected to each other. The focus of the programme is on those people who often spiral around the system(s), are excluded from the support they need and experience a combination of at least three of the following four problems; homelessness, re-offending, problematic substance misuse and mental ill health. The programme is managed by a partnership of three voluntary sector agencies (Changing Lives, Mental Health Concern and Oasis Aquila Way). It is overseen by a strategic group involving Gateshead and Newcastle Councils, the local hospital and mental health trusts, probation and NHS England. Gateshead colleagues – especially Alice Wiseman and Michael Laing – have provided important support and help to the programme.

Our goal is to improve and better coordinate services to support people across Newcastle and Gateshead living with multiple and complex needs seeing people for the potential they have, rather than for their problems.

The programme receives £5.2m from the Big Lottery, over 8 years. The longevity of the programme and level of funding allows real opportunity to make a serious impact upon the lives of people with complex needs living in and between Newcastle and Gateshead. This means that beyond supporting the individual, one of the main aims of Fulfilling Lives is to learn through the programme, and through that learning evoke a change to the system that will allow us all to work more effectively with people with multiple and complex needs.

Fundamental to this learning is the engagement of service users in the delivery of the programme and finding ways of improvement from a service user perspective.

### **How it works**

We offer a combination of Service Navigators to tackle individual need and System Brokers who address systems blockages. The System Brokers identify where the current system may prevent service users from transforming their lives and then work with the Service Navigators to evidence the real issues facing our client group.

We have established Experts by Experience, Operational and Strategic reference groups. These groups are committed to understanding and changing the way services respond, are commissioned and delivered, based on evidence of the real issues.

### **Our vision**

Our hope is that as the system changes it will become better coordinated and easier to navigate for people with complex needs. The result will be a diminishing demand for Service Navigators and less cost to society. By removing barriers and blockages to support the help required to negotiate a complex system will lessen, and this will enable our programme to focus on the provision of a sustainable peer support network reaching those that are the 'hardest to reach'.

### **Client outcomes after year one**

- Fulfilling Lives worked with 137 clients in Year 1. Of those 15 clients progressed from needing intensive support to requiring limited navigation. There has been a high retention rate with 11% of clients disengaging.
- 60% of clients presented with all four needs, 31% with three out of four needs and only 9% with two needs. At time of referral 72% of clients are homeless, 97% have a substance misuse or alcohol problem, 94% have mental health needs and 86% are repeat offenders.
- On average after six months of engagement clients are recording positive changes across all areas of the New Directions Team Assessment, or Chaos Index. This means that on average after six months clients have moved from being at immediate risk of loss of accommodation to living in short term or temporary accommodation; drug or alcohol use has moved from recurrent use of alcohol or drug abuse to some use of alcohol or drug abuse; non-compliant with routine activities or reasonable requests to usually complies with reasonable requests; definite risk of abuse or exploitation from other individuals or society to minor concerns about risk of abuse or exploitation; and definite indicators of deliberate self-harm or risk of suicide to minor concerns about self-harm and suicide risk.

*Executive summary attached.*

**Neil McKenzie (to 31.3.16) / Lindsay Henderson (from 1.4.16)**

**Programme Manager**

17.2.16

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