

Project Update

August 2016



Project news

PIE Contract awarded to St Basils

St Basil's has been selected to deliver a model of PIE (Psychologically Informed Environment) training and reflective practice that utilises the skills of clinical psychologists.

An introductory training event for Senior Managers from No Wrong Door Network organisations and delivery partners took place at the end of June. The feedback from the event was fantastic and partners worked together to discuss how PIE will support the Network to become a PIE entity in its own right. This is a new challenge for St Basils and the Partnership as the usual approach is to train whole organisations. We are looking forward to doing something different and evaluating its success.

Delivery teams - Facts and Figures

Every Step of the Way

Our flagship user empowerment programme that trains, supports and facilitates service users to become experts by experience, volunteers, and peer mentors, involved at all levels of the project.

- 68** Experts by Experience have engaged with Every Step of the Way
- 522** Opportunities have been created for Experts to get involvement in
- 1** Expert by Experience re-joined the scheme and was successfully appointed to a Peer Mentor role in June

Lead Workers and Paid Peer Mentors

A group of highly skilled, empathetic frontline staff who will take personal responsibility for a small caseload of clients, formulating each client's care plan and co-ordinating, reviewing and overseeing a multi-agency care and support package. Lead Workers will be supported by Peer Mentors – trained experts by experience, who we believe will bring a practical and beneficial perspective.

- 148** beneficiaries to date which is significantly ahead of profile and demonstrates the demand for the service
- 43%** of all beneficiaries have all four multiple needs (approximate figure)
- 91%** have literacy issues
- 30%** (at least) have a long term health condition or disability
- 81%** have engaged for more than 90 days
- 61%** are still engaged at present
- 12%** of the leavers no longer required support
- 64%** of service users have improved on their initial scores for both their Outcome Star and NDT assessments which were completed when they first entered the programme. The assessments grade such areas as the service user's confidence, health and frame of mind and are completed throughout the programme.

The No Wrong Door Network

A group of networked agencies committed to information-sharing and common approaches and standards in supporting people with complex needs; this ensures clients can access a whole system of support through a single point of entry and there is no 'wrong door'.

- 17** Organisations are members of [No Wrong Door Network](#)
- 58** beneficiaries of No Wrong Door Network
- 18** Applications made to Bridging Fund approved to date (grants range from £31.50 to £1,098).

As a result of promotional activity such as the Marketplace event (pictures below) held in May and the Psychologically Informed Environment Training launch on 30 June, No Wrong Door members have seen a significant rise in referrals.



No Wrong Door Marketplace event, BVSC, 25 May 2016

Intelligent Common Assessment Tool (iCAT)

Offering a shared tool for diagnosis, service needs assessment and evaluation of outcomes.

The iCAT is the project's proposed IT system that will allow our partners to share information on beneficiaries with the aim of ensuring that individuals with multiple and complex needs only tell their story once. iCAT will enhance the success of the NWDN in delivering a more co-ordinated and joined-up approach to working with beneficiaries. This contract has been awarded to Capita and the system is currently being configured. We anticipate a 'go-live' date of November 2016.

Inreach, Outreach

Ensuring that we reach not just those who are already engaged with services but non service-users and those at risk of disengaging from services. We will also take services to where people with complex needs are (e.g. prisons, leaving care) to ensure we reach clients earlier and at the transition points which frequently trigger crises.

Involvement Champions who are involved in In-reach/Outreach have received various external training workshops surrounding multiple and complex needs, as well as safeguarding of vulnerable adults. As a result, the In-reach/Outreach team is now fully equipped to handle the challenges that may face them when working with individuals with multiple and complex needs.

The team received five names of individuals accessing hostel services that are interested in accessing support from BCFT.

Beyond the Basics

Helping clients to: develop positive peer networks and relationships; access positive and stimulating leisure opportunities; and access volunteering, training, employment and business/self-employment opportunities.

We welcomed Jordanna Holton to the team as Beyond the Basics Worker on 11 April. The work stream is still within its development phase, but is expected to begin taking on clients during the next quarter.

Experts by Experience expect the work stream to function to "fill in the gap" when individuals are ready to move on from support services (due to no longer requiring such intensive support). It is at this point an individual often relapses, due to the fact they still need support in becoming independent, resilient, and developing sustainable lifestyles.

A team of seven Experts are currently being trained to work alongside Jordanna in all areas of the work stream e.g. 1:1 support, group/drop-in support, workshops and training opportunities.

Virtual Professional Hub

Supports the project with information and data, and to support continuing professional development.

The Virtual Professional Hub is currently under construction and will launch in September. More news to come in the next edition - watch this space!

Staff news

We will shortly be advertising for a temporary administrative post to support No Wrong Door and the implementation of iCAT.

A successful appointment was made for the Transition and Diversion worker post funded by Birmingham and Solihull Mental Health Foundation Trust's, Liaison and Diversion service.

Case Study

No Wrong Door Network – Bridging Fund



Adekola Adepoju, known as Kola, was a model student in his home country, Nigeria. Encouraged by his mother, he took his education seriously. He was always class captain, later a prefect and often represented his school in the community. He achieved outstanding results and was offered a place at a private university in Nigeria where he studied electrical electronics engineering.

It was during the Christmas vacation of 2003 when life for Kola changed dramatically. A friend from university suggested a trip to the beach but the car they travelled in was involved in a horrific

accident sending it somersaulting about six times over a barricade. His friend who was driving escaped largely unharmed, but Kola landed in intensive care for three months having sustained serious head, leg and ankle injuries, and some memory loss. In total he was in hospital for eleven months and rehabilitation took three years.

He went back to University but it was tough, as there were no facilities for people with physical disabilities and most of the time he was unable to leave his hostel room. He therefore had to withdraw from the course.

His former High School Proprietor who had recognised Kola's intellect offered to sponsor him to study abroad and in 2009 he travelled to England to study at Anglia Ruskin University. On arriving at the University he discovered that all the places on the course he wanted to study had been filled, and as a result he was forced to study International Business Strategy, a subject that was not suited to his skills. Therefore he left Anglia Ruskin and enrolled on a Computeach course in Dudley which is what led him to the West Midlands. Although this course didn't work out he managed to find himself a cleaning job in a restaurant. His employer however stopped paying him wages, and one night he returned home to find that the locks to his flat had been changed. It was at this point that Kola found himself homeless.

Kola slept rough in Birmingham for three years, mostly in a city centre car park. He was attacked on a couple of occasions, but the last attack was particularly brutal as he had his rucksack stolen. This contained his laptop and Passport, which contained the vital stamps that entitled him to work in the UK.

Kola eventually sought help from SIFA Fireside where he was able to access hot meals, showers, fresh clothes and support from a key worker.

As Kola received no benefits, nor recourse to public funds, his key worker was able to help him with an application to the Birmingham Changing Futures Together Bridging Fund. He was awarded sufficient funding to pay for his new Passport, a three month bus pass and temporary shared accommodation. This meant he could complete a 12-week programme of psychological support to help him back to health.

The Bridging Fund was established as part of the Birmingham Changing Futures Project as a pot of money for No Wrong Door Clients to access, to assist them in paying for things or services that help overcome any financial barriers blocking their way to recovery.

Kola sent the following words of thanks to the No Wrong Door team. "I would like to thank No Wrong Door for rescuing me from a dark hole and showing me the light beyond the tunnel. I am so grateful that you have put a roof over my head and shielded me away from the unhealthy and dangerous life on the street. You have given me hope and you have made a difference to my life, as your support has helped me to complete my course, obtain a passport which will help me with my future career goals and has made me sleep more comfortably".

Systems Change and Fulfilled Lives

The six monthly 'Every Step of the Way – Experts by Experience Survey' was conducted during April and May. The survey looked at what experiences the Experts have had as well as how they feel that they've influenced the project.

Research fieldwork was commissioned and completed into both the Every Step of the Way and Lead Worker Peer Mentor work streams. These reports were completed by independent researchers and fed directly into the recent Local Evaluation report which will be published in the next quarter. Key findings included that Lead Workers, Peer Mentors and Service Users all thought this personalised, wraparound support had been beneficial and that Experts were clearly able to recognise the benefits their involvement was having on their personal development.

The Year 1 and 2 Local Evaluation: an Evaluative Overview has been completed. The Evaluative Overview provides a comprehensive, largely internal, review of change and progress over Years 1 and 2. It gives a detailed consideration of areas that will require focus and attention going forward and recognises the achievements around establishing the core work streams Lead Worker, Peer Mentor, Every Step of the Way and No Wrong Door Network.

The Year 1 and 2 Local Evaluation: No Wrong Door Review has been completed. The Report recognises the focus of the first two years has been on development and early implementation. It notes achievements such as the completion of the Information Sharing Protocol as well as areas which will need attention such as iCAT. Developing the No Wrong Door Network into a self-sustaining Partnership will include securing members' universal commitment to the concept, to referrals and to aligning the NWDN with other initiatives in Birmingham.

The Service User Perspectives pilot has been completed. As informed by the Experts, the aim was to capture learning around the raw experience of service use, as opposed to evaluating specific service provision as such.

Cost-Benefit Analysis – Changing Futures was invited to complete the West Midlands Combined Authority Filter, a tool for assessing impact. We tested the New Economy Cost-Benefit Tool using a small sample of data taken from the Common Data Framework. The findings were encouraging and we will include further work in the Local Evaluation Plan.

Experts have been involved in all aspects of learning and evaluation activity. A specific piece of work was the Expert Message for 2016, building awareness of multiple and complex needs and presenting evidence on the importance and benefits of integrated services. The video can be found here: <https://www.youtube.com/watch?v=0sQDedliCNU>.

Service user involvement

Our experts by experience are getting involved in all aspects of project delivery. Here's some statistics:

- 7** experts are part of the Beyond the Basics Team
- 3** female experts have created a female working group in conjunction with Beyond the Basics
- 2** experts have joined the iCAT working group
- 6** experts have joined the Inreach, Outreach team, including core training, consultation and planning meetings
- 2** experts participated in the No Wrong Door Marketplace event
- 1** expert will attend CCG meetings for the City

