

Fulfilling Lives NG Monthly Summary

December 2017

FULLFILLING LIVES
Newcastle Gateshead



NATIONAL
LOTTERY FUNDED



CHANGING
LIVES

103

number of people we're
currently supporting in
Newcastle and Gateshead

257 people have been accepted onto our
programme since we launched in 2014.

13 people have successfully moved on from
our services.

88%

of our accepted clients have a history of offending

4%

of our accepted clients identify as LGBTQ*

48.6%

of our accepted clients present with all four
support needs

53%

of our clients have a
self-defined disability



0

we didn't accept any new clients to
our caseloads this month (referrals
are currently suspended).

11

people on our caseload are
currently disengaged from our
service.



Latest News

Evidence we submitted to the All Party Parliamentary Group on Complex Needs and Dual Diagnosis (APPG) in partnership with the National Expert Citizens Group (NECG) is being launched as part of the 'People Powered Recovery' report in the House of Lords.

We shared evidence of activities that have taken place throughout the year to increase Experts' confidence and skills in social action. One such activity was the production of film resources used to train multi-agency staff teams, and the co-delivery of our Complex Needs training in Newcastle and Gateshead. The impact of the training has since been evaluated and published on our website.

We are now half way through the FLNG programme and in order to make a real difference to the lives of people with Multiple Complex Needs across the region we are refocussing our system change activity.

This means we will be making some changes to the programme structure and output. Please come along to our re-launch event on April 20th, at MEA House in Newcastle, to find out more about these changes and how we can work together for the remaining 4 years of the programme!

Reserve your place by emailing:
info@fulfilling-lives.org.uk

Experts By Experience Network

We hosted the National Expert Citizens Group (NECG) meeting this month, welcoming representatives from across the country to George Street Social in Newcastle.

The event focused on the Criminal Justice System, following on from our Annual Event on the same topic, and the publication of the evaluation of our pilot with Northumbria CRC, which saw a Probation Officer seconded as a FLNG Navigator.



Our Experts recently assisted with a new campaign from Newcastle Council called 'Small Change or Real Change'.

They undertook some peer research into why people beg in the city centre, to inform the campaign and ensure the voice of lived experience was present.

[Read the research report here.](#)

Our Experts have been learning debating skills with Durham University's Debating Society, culminating in a live debate in front of a 100-strong audience.

A small group of our Experts attended training sessions with Durham University for six weeks, improving their public-speaking, confidence, and ability to present their ideas effectively.

Systems Change and Influence

For the period 2016-18 we have been focusing on four key areas of systems change in Newcastle and Gateshead: Workforce Development, Access to Mental Health Services, Transitions, and Gender-Specific Services.

1. Workforce Development

Over the past few months we have been extending the reach of our Complex Needs training, supporting the Together in a Crisis (TiaC) team and also training staff from Northumbria CRC following our pilot with them.

We also have plans to deliver a tailored version of this training to the DWP following discussions we have had with the DWP Psychology Dept.

Some of the Experts are taking part in our accredited Peer Researcher training so they can research experiences of the Care system.

2. Access to Mental Health Services

We continue to advocate for better access to mental health services for our clients, with a particular focus on the issue of 'dual diagnosis'.

The Gateshead Dual Needs strategy will be rolled out across Newcastle and Gateshead, meaning anyone experiencing drug and alcohol dependency alongside mental health issues should find accessing support easier.

3. Transitions

We continue to have a positive partnership with DWP colleagues, which allows us to focus on the successes and challenges of Universal Credit implementation for our multiple complex needs client group.

We are planning a collaborative case study, involving our client, service navigator, JCP work coach and DWP lead on universal credit, focusing on universal credit and prison release, and will meet with the new Community Partners Initiative team with our EBE network. We are also working alongside Homeless Link to provide evidence about our experiences in Newcastle and Gateshead of Universal Support for multiple complex needs clients.

4. Gender-Specific Services

Two surveys have been developed to explore FLNG female and male client's experiences of accessing services, both generic and gender specific, and exploring their preferences around services delivered to meet their gender specific needs.

A date for your diary!

Our next Operational Group meeting is on Friday 9th February 2018, 10am-12pm.

Confirm your place by emailing: ellie.mclaren@changing-lives.org.uk

