

Hello and welcome...

to the new-look Fulfilling Lives Newcastle Gateshead!

We are all very excited here as four years into the programme we've taken the brave step to embark on a brand new delivery model.

I am incredibly proud of our achievements so far and our recently produced Learning Report outlines our rationale behind the change. Redesigning our offer will create more opportunity for systemic change across Newcastle and Gateshead and we can't wait to get started!

So what's the new model?

"Simplify, reduce client numbers and invest in system change"

We now have 5 strands to our work, still supported by our Core Partnership of Changing Lives (Lead), Mental Health Concern and Oasis Aquila Housing:

- **Direct Client work:** System Change Practitioners (formerly Service Navigators) will trial a new Critical Time Intervention (CTI) model of working over the next 2 years, with our existing client base and we will no longer accept new referrals.
- **Experts by Experience (EBE):** Our Co-Production workers will facilitate and grow the network to ensure the voice of people, in particular women with Multiple and Complex Needs (MCN) is heard and informs all our programme activity.
- **Workforce Development:** All members of the FLNG Team including our Experts and Apprentice roles, will help the Workforce Development Lead to build MCN awareness and capacity through learning and Co-Production.
- **System Change:** Led by the Systems Change Lead, supported by all members of the FLNG Team including EBE we will support the 'system' to think differently about MCN focusing on mental health, transitions and commissioning
- **Research and Evaluation:** Led by the Research and Evaluation Lead, supported by the Data Analyst, Peer Research Apprentice, Volunteers and the Comms team to get our evidence out there!

We also aim to influence the system nationally for people experiencing MCN along with the other Fulfilling Lives Programmes as part of the national System Change Action Network (SCAN) activity – see our website for ongoing activity.



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Facts and stats

100

number of people we're currently supporting in Newcastle Gateshead



our 'average' client is a white male aged 25-44

46%

of our accepted clients present with all 4 support needs at time of referral

267

people have joined our programme since we launched in 2014.

54%

of our clients have a self-defined disability

22

people have sadly passed away in the lifetime of our programme. We remember them as we strive for change.

**these figures only represent the needs of accepted referrals*

DIRECT CLIENT WORK



Hi I'm Alex and my new post is Operations Lead for FLNG.

My role over the next couple of years is to support the System Change Practitioners and to oversee the implementation of our new model: Critical Time Intervention (CTI).

What is CTI?

CTI was initially developed in the USA in the 1990s and is now a world-wide evidence-based practice, supporting the most vulnerable people in society. The focus is around transitions, to support people to establish lasting ties in the community following a period of transition, for example moving from prison, hospital or accommodation.

Our clients experience multiple periods of transition, times that can both be particularly chaotic and high risk and also real windows of opportunity. So, as a learning programme, and keen to embrace and explore new ideas, we will introduce CTI to 7 clients from June, with a further cohort in September.

Following a transition period, a three-phased, 9 month programme will begin, where we will support people to both focus on a maximum of three specific person-centred goals whilst also identifying and building a network of support where we hope to establish those lasting links and relationships to make the transition stick and ensure people can thrive.

This means that FLNG will no longer accept referrals, instead work in a different way with the 100 clients currently on our case load. In addition, we recognise that not all of the people working with FLNG will experience a transition and we will therefore continue to offer a navigation model of support, and hope that this support will become more focused to ensure that people can concentrate on what is important to them.

In both our CTI and navigation work we will work in a truly asset-based way, celebrating all of the small and big successes that are achieved every day!

We're holding a special one-day training event on CTI in Newcastle in September. Spaces are very limited, [sign up here](#).

For more info – please contact Alex Smith.

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SYSTEM CHANGE



Hello, my name is Claudene and I am new in post as System Change Lead.

What is System Change I hear you cry and what will I be doing?

Systems Change is looking at how services that work with adults facing multiple and complex needs remove systemic blockages - empowering people to gain a sense of agency to influence the multiple systems they work within.

The aim of my role will be to enable services to look at complex systemic challenges - exploring ways to unpick them and move towards creating sustainable change within their workplace and beyond.

How is our System Change offer going to be rolled out?

- Introduction of a new Systems Change Group for key partners
- Free Systems Thinking training
- Creation of a Systems Change strategic plan:
 - building relationships with Mental Health and Adult Social Care teams
 - working with our Criminal Justice and housing colleagues around Prison Release
 - working with Department of Work and Pensions (DWP) partners to establish gaps and best practice to influence national policy around Universal Credit.

I will also be managing the Co-production team to make sure the voice of people with multiple needs is central to the system change activity.

Any questions please get in touch.

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EXPERTS BY EXPERIENCE



Hi my name is Lou and I am new in post as the Female Engagement Co Production Worker at FLNG.

So what's my job?

In Newcastle and Gateshead we have lots of people with lived experience of Multiple and Complex Needs with vital things to say that can shape the future for how systems and services work.

Some voices are heard through our EBE network but we need to hear more and I am looking to make this network bigger along with my colleagues in the Co-Production team.

I am passionate about women's issues and inclusion so my work will focus on increasing the membership of women and specific opportunities for them within the EBE network.

Being a member of the EBE network will be a positive and fulfilling role with lots of development opportunities. We will work together to produce lots of pieces of work to showcase the voices of lived experience and influence change. We will also co-design and deliver training and represent the programme at a national level through the [National Expert Citizen's Group](#).

We can only achieve this together so please get in touch if you want to know more!

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WORKFORCE DEVELOPMENT



Hello I'm Ray Middleton and my role is Workforce Development Lead.

Over the next four years I will be building capacity across Newcastle and Gateshead's workforce so that frontline staff and managers can better meet the needs of people with MCN by embedding these skills:

- Co-Production
- MCN Awareness
- Peer Research
- Psychologically Informed Environments (PIE)
- Systems Thinking

We will deliver this free multi agency training every quarter so please see information below to book your free space on the training we have coming up.

In addition to this training, we will be building a picture of what makes a good MCN worker, testing and evaluating our new CTI model over the next 2 years to establish if this is an effective way of working with people experiencing MCN.

Training dates

Our training offer runs every quarter and is free to attend. Our next sessions are planned for:

- 26th July 2018
- 23rd October 2018
- 14th January 2019

Please get in touch for more information or to book a place on our training.

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RESEARCH AND EVALUATION

Hi, I'm Ang Broadbridge, the Research and Evaluation Lead at FLNG.

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The Research team take the lead on data, evidence, learning design, collection and analysis for the programme and we've recently produced some really interesting findings and reports including:

- Fulfilling Lives Newcastle Gateshead 4 year Learning Report
- Client journey evaluation
- Collaborative DWP Universal Credit case study
- What makes a good MCN worker report

My goal for our next exciting phase of the programme is to boost the role and output of our peer research work. Co-producing research will ensure the voices of people with multiple and complex needs are captured and heard in their own words and shape our evaluations.

Peer research

We currently have two peer research projects ongoing. Our EBEs are undertaking a study exploring the link between multiple and complex needs and the care system and are finalising their fieldwork plans, they are excited about getting started and seeing what emerges from their interviews.

We supported Moving On Tyne and Wear (MoTW) Peer Researchers in their fieldwork exploring the barriers to employment for people with drug and alcohol issues and those in recovery. We are delighted that the three researchers were offered part-time employment within Changing Lives MoTW team for their research analysis and write up phase and look forward to seeing the results of their analysis.

Success for our peer researchers!

Congratulations to our peer researchers Steven, Graeme and Michael who were awarded second place in the Festival of Learning awards for their peer research exploring the barriers to employment for people with drug and alcohol issues, and to those in recovery, with the Building Better Opportunities programme, Moving On Tyne and Wear.

The team were presented with a certificate at a MoTW employers event at the Sage on the Newcastle Gateshead Quayside. Congrats all!



One of our peer researchers, Sheila, has contributed some blogs to our website about her experience with us. [You can read them here.](#)

DATES FOR YOUR DIARY



National Co-Production Week #coproweek
2-6 July 2018

Peer Research celebration event
24th July 2018

Relaunch of Experts By Experience Network
27th July 2018

Homeless Link 'Under One Roof' conference
2-4 July 2018

Operational Lead, Alex Smith, will be presenting a workshop on CTI at this year's conference.

'Working with people with Multiple Complex Needs' Training Session
26th July 2018

CTI training session
6th September 2018

System Change Group meeting
7th September 2018

FLNG Strategic Group meeting
12th September 2018