

Fulfilling Lives – Supporting People with Multiple Needs

- Big Lottery Funded – 8 year programme - 12 locations across England - comprising local partnerships
- Aims to improve the stability, confidence and capability of people with multiple needs to lead better lives as a result of **timely, supportive and coordinated** services so they spend **less time in prison, reduce drug abuse**, are in **stable accommodation** and have **better mental health**.
- How?:
 1. Delivering services
 2. Evaluating social and economic impact
 3. Achieving system change



The System

Agencies and individuals that people with multiple needs encounter as they seek to resolve their problems or just survive from day to day.

- spans housing, criminal justice, substance misuse, mental health and welfare services as well as networks of family and friends.
- comprises the actions and behaviours of agencies and individuals, and the connections and relationships between them.

The problem

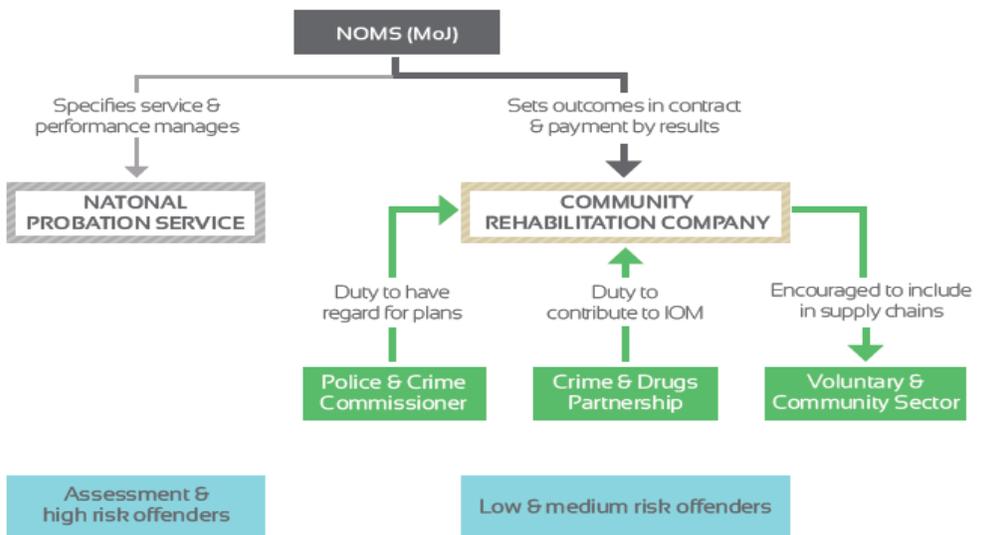
- Services are designed and delivered to deal with one problem at a time - **individuals need support with multiple issues**
- Mechanisms and motivation for agencies to communicate, coordinate and share are ineffective - **people experience multiple reassessment, referrals and gaps in support .**
- people become ambivalent to or mistrustful, disengaging from those parts of the system intended to support recovery - **only encountering the system negatively or in crisis.**

Opportunity Nottingham System Change priorities

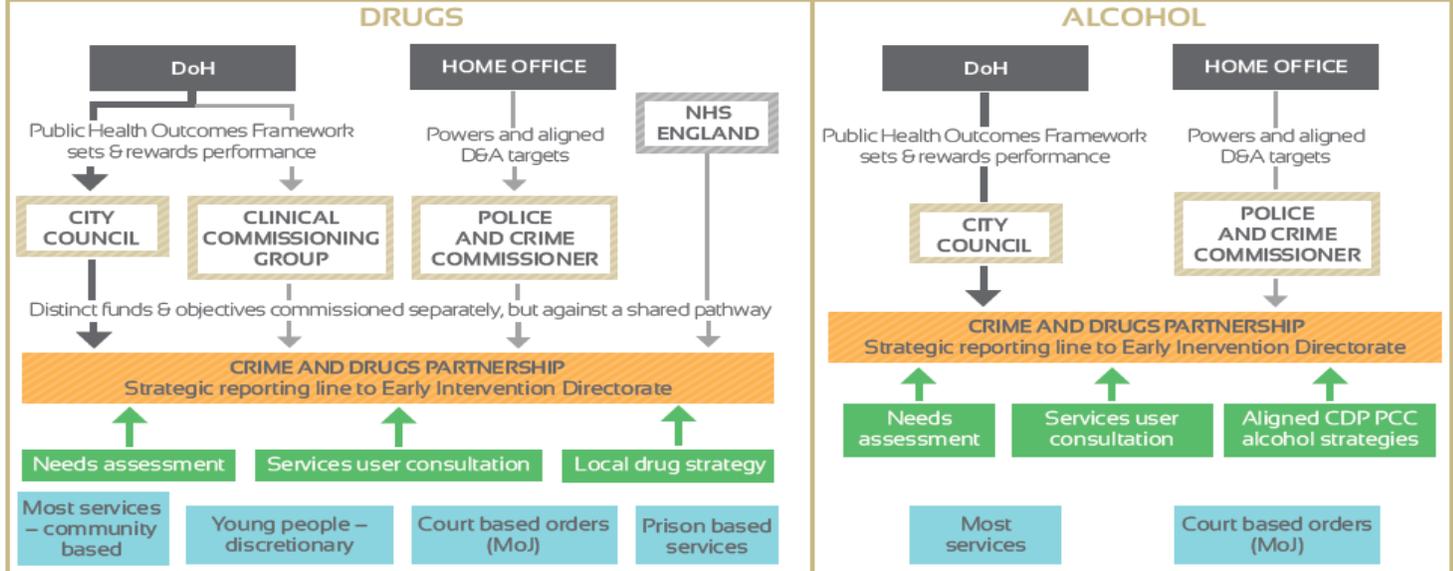
1. The system works as one
2. Services are welcoming
3. The system is beneficiary led
4. We build resilience in our beneficiaries and workforce
5. We acknowledge and respond to multiple and complex needs

Local commissioning system for multiple needs

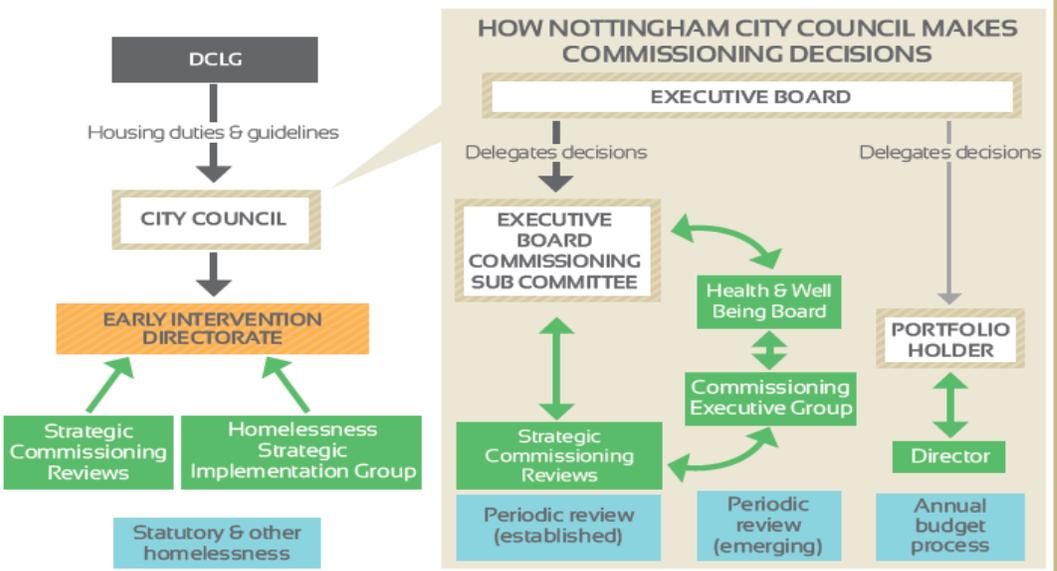
RE-OFFENDING AND REHABILITATION



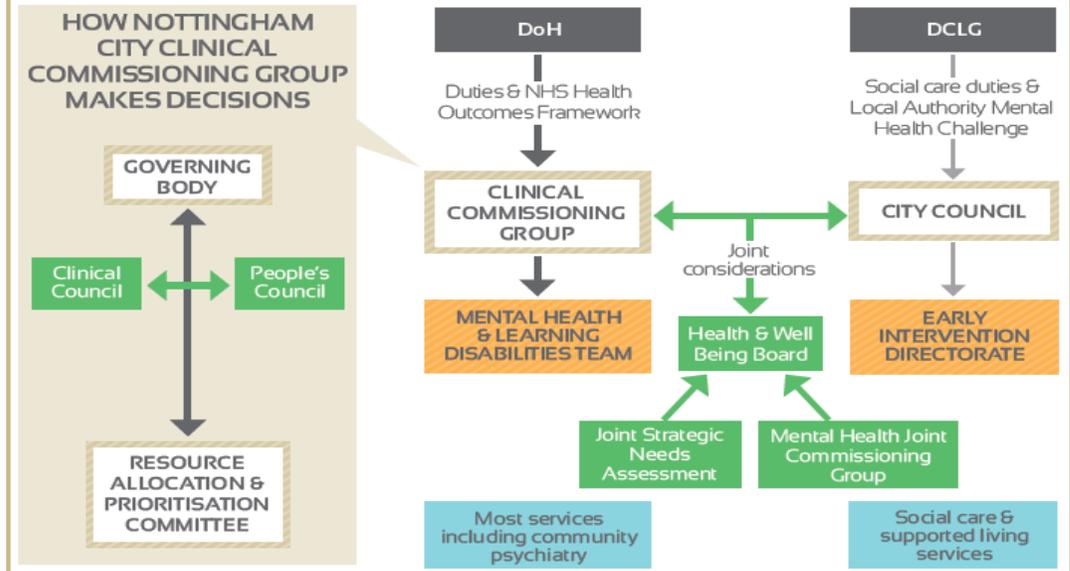
SUBSTANCE MISUSE



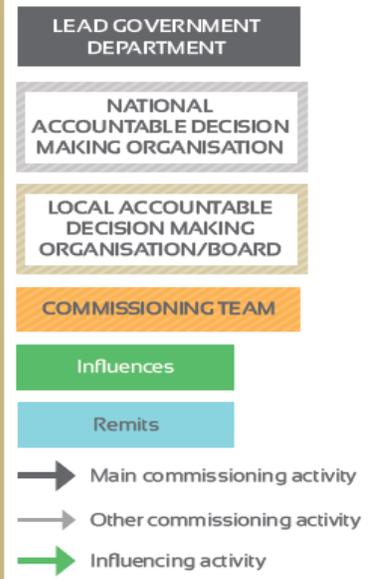
HOUSING AND HOMELESSNESS



MENTAL HEALTH



KEY



Priority 1: The system works as one

What success will look like:

- Services are accessible - before crisis
- Access and referral systems are flexible
- Services share information and co-operate
- Everybody knows their role
- People with complex needs can navigate the system

Challenge 1:

Our system works as one

- i. We commit to identifying and progressing opportunities to align or co-locate our services
- ii. We will prioritise engagement with multi-disciplinary problem-solving and responses
- iii. We will develop ways in which our service users can have a 'passport' of information which prevents their re-telling of their story

Complexity

- Complexity of lives: the richness of identities, assets, histories, relationships and the challenges they face
- Complexity of social issues: for example, that substance misuse, mental health and homelessness are often interconnected and interdependent
- Complexity of systems: the enormous range of people, organisations, structures and processes that seek to solve social problems

System Change

- people lead complicated lives that occur within complicated systems
- the causes of social problems are complex and interrelated.
- **complex problems do not lend themselves to simple solutions**