# HELP THROUGH CRISIS
# NATIONAL SHARING AND LEARNING EVENT 2019

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# About the Help through Crisis programme

Help through Crisis (HtC) is a £33 million National Lottery funded programme set up by the National Lottery Community Fund (the Fund), the largest funder of community activity in the UK. It supports 69 partnerships across England which help people who are experiencing, or at risk of, hardship crisis to overcome the difficulties they are facing to plan for their futures. The partnerships receiving National Lottery funding through the HtC programme bring together small voluntary groups and established charities to work together locally. Working together, they offer people advice, advocacy and support which matches their personal circumstances. The aim is to look at the issues people face, and the underlying causes, from their basic needs, to their physical and mental health, to skills and employment. People are supported to draw on their personal experiences to build on their skills and strengths so they are ready to seize the opportunities and challenges ahead.

## About the Learning and Sharing event

The national event was designed as an opportunity for the HtC partnerships to celebrate the achievements of the past year, share experiences and learn from each other. The event took place in London on 26th September 2019, and was attended by 72 participants from 56 HtC partnerships. This learning and sharing report has been prepared by Hopkins Van Mil (HVM), part of the Learning, Support and Evaluation (LSE) consortium for HtC programme. The report summarises the key themes that emerged from the event including:

1. **Your reflections** on user engagement, working with others, managing demand for services, and legacy and future funding
2. **Breakout sessions** and mini summaries from the afternoon
3. **Working effectively together** and taking learning forward

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**This section focuses on reflections from the morning sessions of the national event. We have grouped discussions under four shared themes:**

- User engagement

- Working with others

- Managing demand for services

- HTC legacy and future funding

The section summarises the solutions and ideas you discussed together. Collectively, the event was full of shared learning from delivering HtC projects.

# 1 YOUR REFLECTIONS

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# USER ENGAGEMENT

**Working at speed, discussions quickly focused on engaging users through tailored activities and having the right resources in place for projects and clients.**

## 1. Longer-term engagement challenges

Participants highlighted the challenges associated with keeping clients engaged beyond an immediate crisis. Challenges include:

- Day time activities clashing with back-to-work initiatives and other client commitments
- Prohibitive transport costs
- Complex journeys to different parts of a local area to access services
- Supporting clients who are experiencing mental illness
- Anxiety about not having completed the actions agreed at a previous meeting
- The parameters set by other services being in conflict with the goals established between HtC projects and their clients.

"You have to understand what clients need, and that it might take some time to get them to the right place to engage beyond their initial crisis."

## 2. Planning meaningful user activities

Participants shared their experiences of continuing to work with the people who use their services. This included activities to build resilience as a way to prevent crisis re-occurring by:

- Co-producing activities with users
- Providing informal meetings, drop-in sessions and social chats which are more comfortable for clients than formal appointments

The You Trust shared their success in setting up "circles of support". These help the client to draw on family and friends to support them on their journey out of crisis, particularly once the immediate crisis has been alleviated.

Ealing CVS shared their two-stage support process. Stage 1 involves meeting immediate needs, while Stage 2 gives service users opportunities to attend a range of classes (such as sewing, cooking and gardening) to provide for different client needs. This is described further in the [Engaging Well learning paper](#), along with other tips for engaging people over the longer term.

"It all comes from listening, trust building and doing what clients want to do."

## 3. Tailoring engagement

Discussions focused on tailoring activities to address specific client needs. Suggestions included:

- Communicating in informal ways such as text or postcards rather than letters which can be a cause of stress
- Ensuring peer-to-peer support is available for "I've been in your shoes" type discussions and as a befriending service
- Having a dedicated space for men to get together e.g. repair groups or sessions with food. This is based on learning from experience that men tend to respond less well to activities which involve talking groups or therapies.

Fiscus North and Little Village shared examples of supporting young mums with children's clothes banks and baby equipment, using this as a way of encouraging people to attend and return to a service.

Participants also emphasised the importance of being clear that people should come back to a service even if they haven't completed the tasks agreed at the last meeting.

"Sometimes its just a little thing they need, like helping someone to fill out their PIP form or go to the assessment. After that they're engaged."

# USER ENGAGEMENT

## 4. Gathering evidence from service users

Gathering evidence from clients is essential for understanding what works in delivering HtC projects and giving people a voice in shaping a service. Involving people in shaping a service and capturing feedback can also be a way of maintaining engagement once someone has moved on from more frequent support.

Partnerships highlighted the barriers to gathering evidence including having an informal place to meet within the community and making the case for why feedback is important. They described how people don't necessarily understand why organisations need information on the impact a project is having. This makes it important to be clear about how feedback helps to provide services tailored to people's needs. Examples of how projects have involved people using services in gathering feedback can be found in the Embedding Evaluation paper.

**Partnerships shared tips and ideas for how services can gather evidence**:

• Gathering feedback while chatting informally over food, in a drop-in session or at the end of an advice meeting/ as someone is leaving a service

• Working with volunteers who have lived experience of the issues to help collect data including following up after someone has stopped attending a service

• Co-producing the approach to data gathering with the people who use a service

• Providing incentives to take part

• Using texts or social media to gather feedback

• Calling service users up on the phone to ask for feedback from someone that is not a core member of staff e.g. evaluator, volunteer

• Capturing a snapshot from one day in a service, asking whether people have attended the service in the past and where else they have received support

• Making it clear at the beginning of support that the service would like to hear from them and that "we will be in touch again" to hear their experiences. Making this a key stage in the service user journey can help to make the case for giving feedback, explaining that it can help other people like them.

> " You need to incorporate client feedback into their journey through crisis. Then they see it as part of their goals."

### Language barriers

Meaningful user engagement is also dependent on being able to communicate effectively without language barriers. Partnerships highlighted the challenges of maintaining a high standard of interpretation service including the diversity of languages required and the costs of interpreters. Direct Help & Advice shared how they work with volunteers from the community to provide informal interpretation services for clients.

> " You never know what language need is going to walk through the door."

# WORKING WITH OTHERS

**Creating a network of partners is core to all HtC projects. Participants discussed ways of working effectively with partners both within and outside of formal HtC funding arrangements, including with external evaluators.**

## 1. Working effectively in partnership

The **speed of referrals** for clients was seen as a key benefit to working in partnership through HtC projects. Participants felt that having strong working relationships meant they could refer clients to other services much faster than in the past, enabling them to access the wider support provided by HtC partners. This was seen as particularly important given that people in crisis need support quickly and may disengage from a service if they have to wait too long.

Good communication was seen as essential for effective partnership working. For example, information can be collected by the lead organisation in a partnership and shared with others so everyone is up to date about the project. All partners can also share relevant information and events to help build a sense of community and shared purpose.

### Top tips: how to work as partners

Discussions on key aspects of working successfully with partners led the group to suggest the following tips:
- Be open, honest and flexible
- Draw on each other's expertise
- Be clear about goals, accountability and expectations
- Be positive and tenacious with partners
- Ensure equality in partner relationships

Giving **space for partnerships to evolve over time** was also seen as important, allowing flexibility within a project to build on success and manage challenges. Further ideas can be found in the partnership working learning paper.

"Time to foster relationships is essential – it can take years."

There was some concern around the number of partners organisations that projects need to engage as part of the HtC programme. Attendees spoke of challenges such as inspiring confidence in client groups to attend other services as not all agencies are as easy to work with as others. **Time, funding, good communication and resources** were identified as necessary for creating a network of organisations to support the HtC programme locally.

## 2. Working with external evaluators

Participants shared advice on how best to work with external evaluators such as:
- Knowing in advance what you want to find out
- Having a list of local evaluators to hand including academics
- Making sure that evaluators are involved in the project from the outset
- Getting evaluation systems set up early on
- Having trained peer evaluators

If you would like further evaluation support, please get in touch with HelpthroughCrisis@Ipsos.com.

"Clarity of understanding between partners is what's needed to make it work."

# WORKING WITH OTHERS

## 3. Developing new partnerships, services and outreach opportunities

Partnerships including Horizons in Leeds and Ealing CVS have extended their networks by, for example, working with a greater number of foodbanks over the life of the project. Both projects explained how they have set up 'advice triage' in foodbanks to intercept people in crisis, a model being used by many HtC projects developing 'advice first aiders'.

Partnerships spoke of the value of adapting and expanding services by:

- **Finding out about wider advice services from service users**, and then signposting these to clients, or exploring opportunities to partner with them
- **Sharing information about the project** with local authorities and other local organisations so they can engage with the programme. For example, Stockton Citizens Advice holds an annual HtC event to share learning from their HtC project and raise awareness of their work
- **Partnering with local services** including schools to signpost the support available to parents, with GP surgeries or pharmacies to reach out to those with health conditions

Participants suggested that working with non-HtC funded partners can provide greater flexibility in terms of working arrangements and offer different kinds of services. The Big Change Network in Greater Manchester was mentioned as a successful example of connecting organisations working with those experiencing homelessness. The network shares up to date information about services available in a local area to support partnership working.

### Reaching out to those in need

Participants discussed the importance of identifying partners to strengthen client engagement and as a route to identifying people in need. This came from a concern that **people may be falling through the cracks** if they don't know where to go to access support. Sharing knowledge with other organisations in a local area can help to identify potential groups of people who may be missing out on services that they would value.

Young people were identified as an essential target group as partnerships said they are the group most likely to stop being engaged once the immediate crisis has passed. Working in partnership with youth services, together with encouraging existing clients to recommend the service to friends and family, were suggested as effective ways of raising engagement and links to young people in need.



" Being flexible is so important, it's allowed us to adapt what we do, and who we work with, to identify those people who really need our service."

Other suggestions for outreach are included in the Reaching Out learning paper.

# MANAGING DEMAND FOR SERVICES

**HtC projects continue to grapple with a challenging social and economic climate, and the impact this has on demand for services.**

As at last year's event, partnerships shared the sense that demand for crisis support is increasing. This was thought to reflect systemic challenges including Universal Credit, local authority funding cuts and a nationwide shortage of affordable housing. This was seen as having a direct impact on HtC projects including leading to projects supporting people with more complex needs. Participants shared potential solutions to managing increasing demand:

- Provide clients with links to information available online or checklists for the information they will need to bring in advance of an advice meeting e.g. Citizens Advice online resources on debt management. This can support people to do some of the groundwork ahead of a meeting or get familiar with the topic in advance.

- Use local knowledge to signpost to other services and create an A-Z of local support to enable quick referrals.

- Implement triage systems to assess the urgency and severity of each case and tell partner organisations about the project's referral criteria.

- Be realistic about the number of people staff can reasonably be expected to support and update HtC project indicators so that they match what is feasible given the needs of clients.

- Put in place clear staff boundaries and focus on steps to support staff wellbeing as the level of demand can have an impact on teams. Putting in place clear boundaries is important both for supporting service users to move on from crisis and to ensure that staff are not taking on additional burdens as part of their work. This is a theme described further in the Staff Support and Wellbeing learning paper.

> "People get to the stage of asking for help, but in the end they can't access it because we can't give them enough time."

> "Staff need to be clear that there is a limit to what they can do otherwise it can be overwhelming."



A capabilities-based approach – Little Village case study presentation

# HTC LEGACY AND FUTURE FUNDING

**After five years of National Lottery funding, the HtC programme is beginning to draw to a close as funding ends in 2020 for some projects. Sustaining HtC successes, continuing to share learning and identifying future funding are key priorities for many HtC projects as they begin to think about what happens next.**

## Key discussion points:

- HtC has exposed the need for ongoing advice and support services in communities. There are concerns about the gap in provision that may be left once HtC funding ends.

- HtC has enhanced the reputation of partner organisations in their communities and built links with many agencies across the country.

- Projects would like clarity on what The Fund will do with the national evidence it has on the impact projects have had. There were calls to bring together insights from across the HtC programme as a way of leading systems change in the sector.

- Projects have secured funding from grant-giving bodies such as local authorities, Awards for All and the European Social Fund, but this was not seen as either sufficient or sustainable for all the work being conducted through the current programme.

## Ideas to support securing future funding:

- HtC has an important story to tell about the current national picture of crisis which can be told through co-ordinated efforts between HtC partnerships, the LSE team and The Fund

- Look for funding from more unusual partners such as the NHS and the probation service

- There is power in joint funding bids which draw on the evidence of HtC impacts

- Use your evaluation to demonstrate the impact of a project including feedback from service users and the financial impact of a project on wider services/ levels of demand

- Evaluations can also capture learning about how well an approach has worked, which can be used as evidence for recommended approaches set out in future funding bids

- Collaborate at an early stage with statutory agencies to ensure coherence between local services

- Demonstrate the need for co-ordinated crisis support across sectors (mental health, housing, debt, food poverty)

"Collectively we have a story to be told, we need to organise ourselves to tell the story of our country today – what can we do to raise awareness?"

"Help through Crisis funding has identified a much higher level of need.

**Three case studies demonstrated different approaches to meeting client needs, capturing the evidence from their project and the benefits of taking a person-centred approach. Many thanks to our presenters.**

- A welcome space for women and families
  Circle Steele, Wai Yin Society

- A capabilities based approach
  Sophia Parker, Little Village

- Behavioural change,
  Lesley Penny, Mid & South Norfolk Advice & Support

Let us know if you'd be interested in sharing a case study from your project – HelpthroughCrisis@Ipsos.com

This section summarises the breakout group discussions. There was so much discussed and shared it would be impossible to capture everything. We've highlighted some of the key insights and point you to where you can find out more.

The session summaries include:

1. Building resilience rather than dependency

2. Good practice and innovation in co-production

3. Staff wellbeing and retention

4. Local and regional level communications and influencing strategies

5. Strategies for overcoming barriers for people with multiple needs

## 2 BREAKOUT SESSIONS MINI-SUMMARIES

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# BUILDING RESILIENCE – NOT DEPENDENCY

**HtC projects shared their experience of taking time and making slow incremental steps to build client resilience.** Discussions were based on case study insights presented by Elizabeth Banks, Cambridge Citizens Advice. This focused on a specific example of support through financial and domestic violence crisis.

**Redefining resilience in this sector is essential.**

It is often defined as clients being able to handle challenges by themselves. Partnerships suggest **it should be more about learning *how* and *when* to ask for help.**

**Set the tone for a relationship at the start.**

Reaffirm regularly the mutual responsibility: **an advice worker has abilities, but clients have the experience.** Together they navigate the journey and solutions to crisis. This approach recognises and builds on the strengths people have.

**Reset expectations.**

Have different conversations to establish **HtC is a resource, but there is a limit**. Develop resilience by giving people an understanding of what other services are available, or steps that can be taken to provide further support.

**Wider support networks are essential.**

There is a risk that agencies become the only support network people have if they can't rely on family/friends. Support people to **build useful networks** to embed future resilience.

**Recognise the impact of trauma on resilience.**

There is a recurring cycle which needs to be tackled. Timing the intervention is part of this – **engage people at the right time in their journey**. Once people feel their crisis is under control it is appropriate to approach the necessary conversations on trauma. For more information about trauma informed approaches (TIAs), take a look at the TIA literature scan and the TIA policy commentary.

> "Getting past dependency relies on little steps. These steps build confidence up and shows them how to move forward."

> "Resilience is the cement between the bricks. It let's you know when to use your network."

Participants discussed these themes in relation to young people (aged 16-21). They talk about the fact that many young people have never left the area they live in, but a lot of services they need may not be situated in that area. This challenge needs to be addressed to build confidence, together with setting goals and targets. Younger people can be given transport to where they need to go. As they get older, they should be given support to reach locations on their own.

For participants, examples such as this demonstrate the importance of providing initial support, but equally knowing when clients have developed the knowledge and confidence to act independently. When this transition to independence is managed successful it can be empowering for people using services, recognising the achievement of acting upon advice. This leads to improved self-esteem rather than a reliance on the professional in the situation.

# GOOD PRACTICE & INNOVATION IN CO-PRODUCTION

**Mark Goodway and Michelle Dron at the <u>Matthew Tree Project</u> spoke about their approach to co-production. This is brought about by creating a 'community' of people with lived experience (clients, ex-clients, staff, and volunteers) who work alongside each other to shape the whole project. Working together brings a wealth and diversity of empathy and experience to their planning, practical development and external communications.**

## Embed approaches at every level

- Ensure service users are involved at every level, including bid writing, and take a hands-off approach and allow co-production to happen organically

- Clients decide when to close their case, with staff signposting those doing well to fortnightly sessions

- Providing lots of different ways to input into services including:

  - Informal/ anecdotal mechanisms: chat at the meet and greet space and offer a comment book

  - More formal approaches: Use feedback forms for anonymous comment; six-week client reviews; one-to-one interviews; ongoing reviews from dedicated volunteers and questionnaires at the beginning and end of the service to identify what works best in moving clients out of crisis.



## Working with volunteers

- Work with volunteers to create a warm environment for clients such as: volunteers engaging in meet and greet sessions and interviews so that clients are comfortable in sharing their ideas in how to design and develop the service into the future

- Take enough time for training: one participant commented that in their organisation it takes eight weeks to train a volunteer

- Ensure there are enough trained volunteers at times of known peaks in service use and work with volunteers who are more experienced in managing demand at busy times

- Encourage clients to demonstrate that offering their time helps others and gives them an important sense of ownership

The approach used by the Matthew Tree Project involves creating a community of people who are involved in the project. Participants shared ideas for creating such a community including:

- Having a shared space where you can bring people together in a social setting

- Providing food and including different options so people can choose their own meal

- Developing a code of conduct so that people agree on what is involved in being part of the community e.g. no drugs on the premises

- Sharing what you can e.g. clothes, growing food in the shared garden

# STAFF WELLBEING & RETENTION

**Staff wellbeing and retention is a key theme partnerships are grappling with, reflecting discussions at the Spring 2019 workshops. A summary of this can be found in the [Staff Support and Wellbeing learning paper.](#)** We are grateful to Anita Heskett-Saddington at Fiscus North who presented a [worked example](#) as a basis for discussions. This highlighted a specific case when Fiscus moved to open plan offices in a deprived area of the city, exposing non-frontline staff to challenging service user behaviours for the first time. The group discussed this example and talked about potential solutions to Fiscus and to other organisations concerned with supporting staff in difficult circumstances.

| Challenges | Potential solutions |
|---|---|
| **Staff being particularly affected by the complexity of issues and trauma.** | • Write wellbeing and support for staff into future funding bids.<br>• Register for the £200 mindful employer helpline which all staff can use. Or invest in an employee assistance programme to support staff confidentially.<br>• Buy in clinical supervision group work for staff or bring in counsellors to work with staff individually.<br>• Manage the support system/escalation system for each member of staff so that it is clear who to call on for help in new/ unexpected situations. |
| **Staff feeling under pressure as a result of increased demand and not having enough time per client.** | • Have effective management practices in place. For example, hold whole team meetings to review work loads and redistribute work more evenly.<br>• Refer within the HtC partnership to reduce pressure on one single partner as a way of getting support more quickly. For example, not having access to debt management advice when facing benefit delays may cause frustrated clients to express their anger at HtC sessions. Having a quick referral route onto another service can help to avoid this.<br>• Change ways of working to focus on the needs of fewer clients. For example, retaining a drop-in service, but linking this to an appointment service. |
| **Work spaces which expose non-frontline staff to unexpected/ challenging situations.** | • Introduce trauma informed approaches as a way of looking differently at how a service is delivered.<br>• Set clear boundaries with service users, politely asking people to leave / stop their behaviour if they are being inappropriate. If their behaviour doesn't stop, explaining that you will have to call the police. Having community police drop into a centre for chats or a session can also help.<br>• Increase security by buzzing people in rather than having an open door policy. Although participants agreed that security should be as low key as possible to create a more comfortable and accessible environment.<br>• Develop mechanisms for safe ways for staff to draw in colleagues to support challenging/ escalating situations e.g. code words on reception, buttons on a computer to press to alert a colleague to stop by and diffuse the situation.<br>• Non-frontline staff members can be offered opportunities to work from home as an alternative to working in a space where they may face challenging situations they are not trained for. |

# LOCAL & REGIONAL COMMUNICATION AND INFLUENCING STRATEGIES

**NEF Consulting facilitated a discussion exploring communication and influencing strategies at a local and regional level.**

Participants discussed ways of collaborating to have a local and regional influence:

| | |
|---|---|
| **Demonstrate the need for the project** | • Demonstrate through project case histories that service users are being made increasingly vulnerable as a result of benefit changes.<br>• Use case histories to demonstrate the impact of poorly paid jobs, loneliness and isolation.<br>• Highlight project evidence that people are in crisis and that the housing system and benefits caps are causing issues for many. |
| **Demonstrate the impact of support to highlight the value of what projects do** | • Use simple and clear examples to show the impact of the work done, framed in terms of cost savings to local authorities or other agencies. For example, demonstrate to councils that getting service users into a position where they can pay Council Tax is an effective way of saving money.<br>• Create holistic case studies to look at all of the areas of the system a client might be using.<br>• Highlight the work projects are doing which isn't being commissioned, to show what could be being funded but currently isn't being.<br>• Invite funders and stakeholders to experience projects first-hand, inviting them to come and see what is happening at the frontline. Job shadowing is another approach that can help this. |
| **Create a network of influence** | • Create a network of influence at local, regional and national levels to communicate themes which HtC projects help to address, drawing on evidence from the programme to ensure messages have a greater impact.<br>• Piggyback on larger organisations to increase your voice e.g. working with national organisations/ larger projects in an area.<br>• Work with a broad range of partnerships to convey key messages about crisis.<br>• Partner with local universities to carry out research on issues and impact to lever further and future funding.<br>• Set up local steering groups with organisations focused on supporting people through crisis or task and finish groups on specific themes identified by the group as important. . |
| **Use existing opportunities to have say** | • Feed into consultations being run by the local authority or other local services.<br>• Ask service users to present to local authority meetings and demonstrate the power of the programme.<br>• Attend and present at local meetings and events.<br>• Keep messages simple and clear. |

Further suggestions for how to have an influence are included in the Messages and Tactics for Influence toolkit. Please get in touch with Tiffany at NEF Consulting if you would like to discuss influencing further: Tiffany.Lam@neweconomics.org

# STRATEGIES FOR OVERCOMING BARRIERS FOR PEOPLE WITH MULTIPLE NEEDS

**Mid & South Norfolk Advice & Support designed a session to discuss strategies for overcoming barriers for people with multiple needs. Many thanks to Sonia Browne for leading the session.**

**Participants defined a barrier as something that:**

- Stops you doing something and/ or going somewhere
- Stops you reaching your aim or goal
- Excludes you from being part of a community/ society
- Needs to be overcome to move forwards
- Stops you doing things/being what you want
- Prevents access, either deliberately or due to ignorance or circumstance
- Stops you doing something you want or need to do



WHAT IS A BARRIER?

Sonia's presentation includes a wide range of links to different information sources for tips and advice.

**Suggestions for overcoming barriers included:**

- Provide discretionary housing payments and food bank vouchers to alleviate the immediate cause of crisis so that the focus can shift to other support measures
- Provide high *quality* long-term support for clients with multiple needs which has proved more important than *quantity*
- Be clear with clients that they should come back to a service even if they haven't completed the tasks agreed at the last meeting
- Consistently provide interpreters as well as trained buddies for service users
- Use short courses and online resources (e.g. money saving websites) to supplement client advise on debt management
- Continue to share HtC information and learning at national and regional events, through Slack
- Build local networks and hold regular multi-agency meetings to support staff working across crisis areas
- Encourage an open minded and creative approach to overcoming barriers – answers may be found in places you haven't thought of before!
- Run regular cost/ benefit analysis to demonstrate that doing nothing will cost Local Authorities more
- Seek alternative funding streams such as trusts and foundations, local banks, supermarkets.

"We shouldn't see one another as competition for funding, rather as creative collaborators who can learn and share from each other."

**3**

# WORKING EFFECTIVELY TOGETHER

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# CONTINUING TO WORK EFFECTIVELY TOGETHER

## Events and local connections

There was strong positive feeling about the effectiveness of sharing and learning events, and a call for more HtC regional events. Participants want to connect with wider agencies including the DWP on a local level and build up their contacts regionally.

## Sharing learning and successes

Participants were keen to share their learnings and success stories. Suggestions include: a newsletter celebrating what's worked; using social media, particularly video clips; sharing on Slack; Skype sessions for remote sharing; and project shadowing to continue to learn from each other.

## New ways of working

Participants discussed new ways of working including:
- Preventative work
- Building resilience with service users
- Establishing channels to take grassroots issues to policy makers, researchers and campaigners.

## Programme level evaluation

There was much discussion about the power of impact evaluation at a national programme level and suggestions that projects collaborate to produce:

- A longitudinal study about the impact of crisis
- Documents about what has been learned from the programme
- Cost/benefit analysis for the HtC programme

## Project sustainability

There was concern about the lack of future funding and the need to continue HtC work. This was aligned with concerns about job losses and the difficulty in finding funders comfortable with people dropping in and out of a service.

Some participants suggested thinking differently about funding, applying for smaller amounts more regularly. Others discussed including external supervision into funding bids.

## Barriers

The main barrier to working together was seen to be a lack of control of the system that is creating crises, and the pressure this puts on projects as a result. People also spoke of the time commitment involved in working together and the funding available for this. A minority felt that Slack wasn't helpful for collaboration. Some said they wanted to get more service user involvement in HtC sharing, but said this was a challenge.

"When I get together with other people it spurs me on well, if we give up nothing is ever going to change."

# WRITE DOWN ONE THING YOU WILL DO AS A RESULT OF TODAY'S EVENT…

**Following the event, participants said they will:**

1. **Expand on and maintain connections**
   Expand and improve their networks locally and follow up on connections made at this National Event.

2. **Involve beneficiaries**
   Involve beneficiaries more in their processes and work on capturing client voice.

3. **Use online resources**
   Engage more with the online resources on Slack and Google Drive.

4. **Take action to secure funding**
   Look into other funding streams, contact Funding Officers, maintain local and regional networks to horizon scan for funding opportunities, and start looking for funding straight away.

5. **Share learning from the event**
   Share learning from the event with colleagues and find better ways of disseminating learning within the partnership.
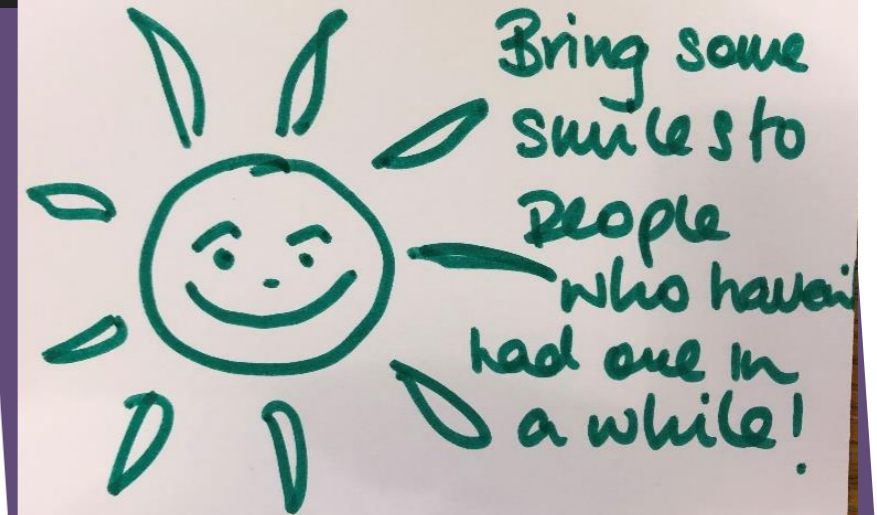
6. **Review staff wellbeing**
   Review their staff wellbeing strategy/ policies and risk management systems.

7. **Build client resilience**
   Continue to build client resilience and look into engaging with clients' family and friends to act as a support network.

8. **Evaluation**
   Participants will use the CAB impact tool, work with the LSE consortium, demonstrate the social benefit of their work and reflect on their year four objectives.

We'd love to hear from you if you would like to share insights from your work or get involved in future events! You can contact us on HelpthroughCrisis@Ipsos.com

**helpthroughcrisis@ipsos.com**