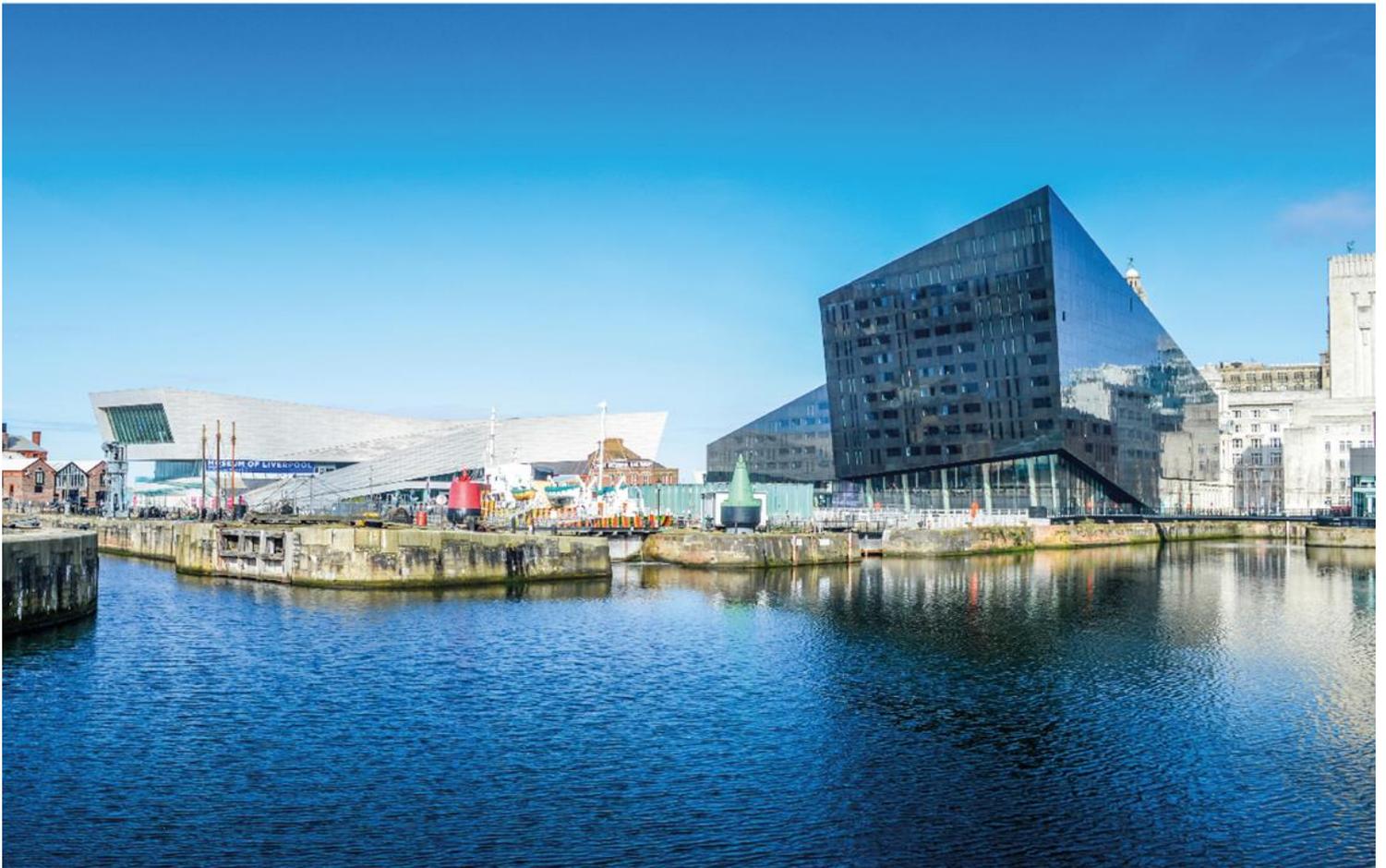




Briefing Note: Learning & Legacy - People



Understanding What Works for Individuals with Multiple Needs

October 2019

Forward

This is the first of 2 briefings on Multiple Needs and understanding the Learning & Legacy from the Liverpool Waves of Hope National Lottery Community Funds programme Fulfilling Lives. The term Multiple Needs in this briefing refers to single people aged 18 and older who have support needs in at least 3 of Homelessness, Mental Health, Substance Misuse and Offending. Further these needs are entrenched and the individuals themselves have a background which is characterised by multiple exclusions and evictions from other services.

The briefing has been shaped by the experiences, reporting and evaluation of Liverpool Waves of Hope which brings together a range of stakeholders from the statutory, independent and lived experience sectors in the City.

Gary Morris, Programme Manager Liverpool Waves of Hope

Acknowledgements:

Liverpool Waves of Hope would like to acknowledge the valuable contributions made to the program by its core partners.

The Waves of Hope Lived Experience Team

The Big Life Group

Liverpool YMCA

Riverside Housing

Plus Dane Housing

National Lottery Community Fund

The Whitechapel Centre

Ipsos/MORI Independent Evaluation

CFE Independent Research

Liverpool City Council

Liverpool CCG

Liverpool Public Health

Liverpool CRC

Merseyside Police

Waves of Hope Learning and Legacy: People

The provision of diversionary activities reduce the likelihood of relapse

- People with multiple needs who reach a point in their recovery which means that they have reduced or stopped behaviours which they have engaged in for many years are more likely to be able to sustain their recovery if they have access to a range of meaningful activities which they are able to determine for, and exercise control over, for themselves.

Including family, friends and others in the recovery process increases the likelihood of people with multiple needs sustaining their recovery journey

- People with multiple needs quite often become disconnected with wider support networks such as family, broadening support to enable reconnection or support for family relationships or friends can improve the chances of a sustained long term recovery. Understanding how the needs of other family members may affect the individual whom services are working with and how meeting those needs might benefit that individual can increase the chances of progressing the recovery journey.

The relationship between the individual and the case worker is a primary driver for success in the recovery journey

- People with multiple needs have consistently stressed the importance of their relationship with the worker assigned to support them. Case workers who are perceived by the individual with multiple needs to be persistent, dependable, easy to talk to and non-judgemental are more likely to be able to help the individual achieve the outcomes they have set for themselves in their recovery journey.

People with Multiple Needs face unacceptable levels of stigma

- People with multiple needs consistently report feelings of guilt, shame and fear as a result of the situation they find themselves in. Many people with multiple needs have negative perceptions of services and the wider community and as a result of the stigma they face many opportunities to help them to start their recovery journey are missed by services and professionals who may come into contact with them.

People with Multiple Needs experience significant levels of rejection and exclusion from mainstream services

- People with multiple needs are, in the majority of cases, supported by a range of different agencies that provide support to them. However, many of these agencies have policies and procedures that mitigate against people with multiple needs because of their behaviours. The greater the chances of individual's being rejected by, or excluded from services because of the behaviours they exhibit the less chance they have to start, continue or complete their recovery journey.

People with Multiple Needs experience poor transitions between and within services

- People with multiple needs who reach a point in their recovery which means that they have reduced or stopped behaviours which they have engaged in for many years need to be transitioned out of the situation they are recovering from and into new and more positive situations to sustain their recovery. This is especially true for people recovering from drug and/or alcohol dependence.

Working with and alongside people with Multiple Needs is a challenging occupation

- Frontline staff working in the Multiple Needs sector experience significant levels of stress as a result of the work they do, many frontline staff report feeling overwhelmed, under-valued and unable to cope with the levels of challenge their job presents. Frontline staff working with people with Multiple Needs, if they are to deliver the recovery outcomes they are striving to deliver for their clients, need to be professionally trained, properly supported and able to network with each other and with other groups of professionals.

What needs to happen after Waves of Hope?

- There needs to be a much greater emphasis on MDT approaches which include Police, Probation, Health, Housing and Social Care professionals to ensure that people with Multiple Needs receive improved levels of MDT case management approaches.
- There needs to be a pathway for specialist providers in the employment, educational and recreational sectors developed so that they can engage effectively with people with Multiple Needs.
- There needs to be a more consistent approach to developing effective psychological and behavioural models within and across services.
- There needs to be an organised and sustained campaign which increases awareness of the need for patience, understanding and empathy for people with Multiple Needs within services and the wider community.

- There needs to be a reduction in the number of exclusions and rejections from services to enable people with Multiple Needs to access services equitably with the general population.
- There needs to be an increase in the number of people with Multiple Needs who are able to access positive involvement experiences within wider community settings so they can transition out of the Multiple Needs sector to the wider community.
- There needs to be an increase in the number of opportunities for people with Multiple Needs to access paid or unpaid opportunities to help them engage in positive activities and reduce the likelihood of recovery relapse.
- There needs to be a mechanism which creates the time and space for front line workers to contribute to the development of the systems and pathways that lead people with Multiple Needs to recovery.

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