

Appendix Three – Changing Futures Programme Impact Statement: March 2022 – March 2023

*Direct work with the Changing Futures cohort began in March 2022 with a staggered mobilisation of the programmes cohort capacity finalising in September 2022.

Year One Outcomes	Progress to date
Increased workforce capacity and assertive outreach in key areas, trialling/modelling a new way of working together	<p>The programme is supporting 82 of Sheffield’s most vulnerable people who are facing multiple-disadvantage and have a history of non-engagement in support services.</p> <p>The programme has funded the creation of a new co-located multi-disciplinary team which includes:</p> <ul style="list-style-type: none"> • 12 support workers delivering strength based, personalised support using an assertive outreach model, employed by SCC • A specialist domestic abuse perpetrator worker, via Cranstoun • Clinical psychology support via Paradigm • An Occupational Therapist and Community Mental Health Nurse via the Sheffield Health and Social Care Trust <p>Recruitment has also been attempted and is currently live for:</p> <ul style="list-style-type: none"> • A Social Worker, Senior Psychologist /Senior Psychotherapist and a Non-Medical Prescriber via the Sheffield Health and Social Care Trust • A Senior Housing Options officer via SCC
System directory in place, accessible to workforce and service users	<p>The programme has undertaken a citywide mapping exercise of support services and pro-social activities for vulnerable adults across the city. This involved over 380 services/activities across 70+ organisations.</p> <p>The programme team is working with SCC’s Information Team and using our mapping work to support the development of the ‘Connect to Services’ platform that is due to be launched in October 2022. This online platform has been designed to improve opportunities to promote services and activities in Sheffield.</p>
A network of people with lived experience trained and prepared to engage in coproduction	<p>Prior to Changing Futures there were limited opportunities for lived experience people to be involved in the design, delivery and evaluation of support services. With no co-production offer city wide, nor a co-coproduction service specific for Multiple Disadvantage.</p> <p>Changing Futures commissioned a new Coproduction and Peer Support service that is increasing the presence and voice of lived experience in services, via South Yorkshire Housing Association. Since the service launched in February 2022 over 60 people with lived experience have participated in coproduction and peer support activities. This includes specific groups aimed at women and those from ethnic minorities.</p>
Data sharing system developed/procured and in use by core teams	<p>Following a system selection process the programme opted to utilise the existing Housing Solutions Pathway system given its current use by a wide range of key stakeholders. We have negotiated access to the system for partners across the multi-disciplinary team.</p> <p>Custom development of the system has been completed and the system is in active use. Changing Futures have been able to customise the system with the support off the Application Development Manager, to ensure all the relevant data is captured.</p>
Increased workforce knowledge about multiple disadvantage and effective responses	<p>The programme mapped the current citywide learning and development offer and subsequently commissioned a service to fill recognised gaps in provision.</p> <p>Project 6 have been commissioned to build and enhance the skills, confidence and capability of staff and volunteers to better meet the needs of adults experiencing multiple disadvantage. The service is delivering a multi-faceted L&D offer using a mixture of face to face, online and digital content. This service was commissioned in August 2022 and is launching its L&D offer in Dec 22.</p>

	On an ongoing basis the core team is producing Learning Reports that demonstrate the efficacy of their support model and outline how these approaches could be adopted more widely.
Year Two outcomes	
<ul style="list-style-type: none"> - Wider range of organisations signed up to the agreed way of working; increased confidence and capacity to work with the cohort - Shared ownership of system-wide and person-centred outcomes, with joint commissioning and decision-making - Commissioning strategies prioritise personalisation, choice and collaboration - People with lived experience are involved in codesigning the system - Comprehensive assessment used by all key agencies, underpinned by information-sharing agreements. - Data system widely in use, delivering regular analytical insights - Best practice being shared through informal and formal networks - Value of this programme demonstrated and a plan for how to continue. 	
Impact	
<ul style="list-style-type: none"> - Services have the consistency, capacity and confidence to work with people with multiple disadvantage. - Workforce is led by shared values and skilled in working with multiple disadvantage. - All necessary services are linked up effectively around each vulnerable person, avoiding duplication, making transitions smoother - System promotes personalisation and choice. - Recognition that all parts of the system have a role in improving outcomes and share accountability for doing so - Learning from lived experience, frontline delivery and data analysis is used to make evidence-informed decisions. - Regular information sharing contributes to shared assessment of need and risk, shared plan of support for each individual. - Reduced demand on crisis services meaning resources can be shifted to more preventative approaches. 	
Service	
Year One Outcomes	Progress to date
Core team working with target cohort, has links to relevant services	The programme has successfully engaged its target cohort and is supporting them to engage in existing mainstream service support offers. The team is well connected to the relevant services and present on a wide range of operational boards and groups across the city.
Coproduction is valued, helping determine operational decisions in core team	<p>Changing Futures commissioned a new Coproduction and Peer Support service that is increasing the presence and voice of lived experience in services, via South Yorkshire Housing Association. Since the service launched in February 2022 over 60 people with lived experience have participated in coproduction and peer support activities. This includes specific groups aimed at women and those from ethnic minorities. The coproduction service has and is informing a range of work across the city including:</p> <ul style="list-style-type: none"> - Ongoing coproduction of Sheffield City Councils Homelessness Prevention strategy - Completed a coproduced review of remuneration for people with lived experience - Reviewing ways of working within the core Changing Futures team e.g. the way Personalisation budgets operate - Membership of our governance board is ongoing with the coproduction model currently under review - We have held five workshops to coproduce the delivery of our Positive Activities fund with over 40 attendances so far - We had five experts by experience take part in system mapping workshops - Ongoing coproduction of Values and Principles for services working with adults experiencing multiple disadvantage - Coproduced workshop on the services Theory of Change to produce the evaluation standard the service will measure itself against - Taken membership on Sheffield's new citywide Research and Ethics Governance Committee - Working with housing colleagues to coproduce the development of a new women's only temporary accommodation units

	<ul style="list-style-type: none"> - Sheffield now has 5 expert by experience members in the National Expert Citizens Group, a national co-production service that informs central government policy - We have created a women's only lived experience group - Developing a BAME lived experience group with one meeting taken place so far - One Sheffield expert by experience is involved in the national CF Peer Researchers work - We are currently exploring ways to embed experts by experience on different strategic boards across the city (see appendix three)
Data system in place, used by core team	<p>Following a system selection process the programme opted to utilise the existing Housing Solutions Pathway system given its current use by a wide range of key stakeholders. We have negotiated access to the system for partners across the multi-disciplinary team.</p> <p>Custom development of the system has been completed and the system is in active use. Changing Futures have been able to customise the system with the support off the Application Development Manager, to ensure all the relevant data is captured.</p>
Greater workforce awareness of multiple disadvantage and effective responses	<p>The programme mapped the current citywide learning and development offer and subsequently commissioned a service to fill recognised gaps in provision.</p> <p>Project 6 have been commissioned to build and enhance the skills, confidence and capability of staff and volunteers to better meet the needs of adults experiencing multiple disadvantage. The service is delivering a multi-faceted L&D offer using a mixture of face to face, online and digital content. This service was commissioned in August 2022 and is launching its L&D offer in Dec 22.</p> <p>On an ongoing basis the core team is producing Learning Reports that demonstrate the efficacy of their support model and outline how these approaches could be adopted more widely.</p>
Year Two Outcomes	
<ul style="list-style-type: none"> - Shared learning from core team produces service changes elsewhere, including for specific sub-groups of the cohort - Transitions between services are more effective - Multi-agency OOH contact point in place - People with lived experience involved in providing support through different roles - Service users have greater influence in decision-making, beyond core team. - Data system being used by services beyond core team - Workforce more confident in delivering trauma-informed, joined-up support 	
Impact	
<ul style="list-style-type: none"> - Key services have more capacity, and workers have greater skills and autonomy, allowing more meaningful interactions, support that can start rapidly and sustain as required to see transitions through. - Services take a flexible, holistic and strengths-based approach. - Services are better at understanding and meeting the needs of a diverse range of people, with specific offers for sub-groups. - Services are committed to coproduction and (ex-)service users have an equal stake in decision-making. - Services contribute to/access a data system that gives comprehensive, up-to-date view of each individual 	
Individual	
Year One Outcomes	Progress to date*
	We have data from our baseline (June 2022) but are awaiting data from our last return to be returned back to us by DLUHC
Individuals having trusted relationship with one or more workers	<ul style="list-style-type: none"> • 92% of the cohort told us that they do not feel able or only occasionally feel able to trust others. • 39% said if they needed someone to talk to they had no one

<p>Feeling safe and supported in at least one service</p>	<ul style="list-style-type: none"> • 77% of the cohort were unsure or not confident they would be in stable accommodation in 6 months time • 39% said if they needed someone to talk to they had no one • 50% of the cohort who experienced Domestic Abuse in the last three months felt unable or were unwilling to contact the police • 65% of the cohort reported feeling generally unsafe • 58% felt unsafe in their current accommodation • 53% of the cohort said they didn't feel listened to by services • 53% of the cohort said services did not explain things clearly • 50% of the cohort said they did not feel treated with respect by services • 65% of the cohort said the services did not understand their situation • 53% of the cohort said the service did not make the effort to see what was important to them • 61% of the cohort did not feel involved in the decisions made about them by services
<p>Basic survival and safety needs being met</p>	<ul style="list-style-type: none"> • 35% of the cohort had slept rough in the last three months • 50% of the CF cohort said their overall goal was to find safe, suitable accommodation • 46% of the cohort had been a victim of violent crime within the last three months • 77% of the cohort reported feeling unable to cope • 69% of the cohort felt their life was not worth living • 20% of the individual's personal budgets have been used to purchase food with a similar amount used to purchase clothing. • 69% said they had physical health support needs and were currently experiencing physical pain • 31% of our cohort are not registered with a GP, a further 18% are supported through specialist provision at Devonshire Green • 46% of the CF cohort have been unable to access dental treatment in the first quarter of the programme. • 57% of the CF cohort were not registered with a dentist in the first quarter of the programme.
<p>Improved wellbeing and self-efficacy</p>	<ul style="list-style-type: none"> • 61% of the cohort did not feel involved in the decisions made about them • 77% of the cohort felt they couldn't do the things they wanted to do • 69% said they had physical health support needs and were currently experiencing physical pain • 93% had experienced mental health difficulties in the last 3 months • 77% of the cohort reported feeling unable to cope • 69% of the cohort felt their life was not worth living • 81% said they do not feel able to manage their mental health • 85% of the cohort found it difficult to get started with everyday tasks • 23% of the cohort said their goal was to reduce or stop substance use. • 19% of the CF cohort said their goal was to continue in education. • 19% of the CF cohort said they want to volunteer or seek employment. • 15% of the cohort said they wanted to improve health and self-esteem.
<p>Year Two Outcomes</p>	
<ul style="list-style-type: none"> - Improved trust in services - Individuals feel in control of their plans, confident in achieving their goals - They enjoy a range of positive community links and healthy relationships - Each individual's own goals being achieved. Specifics will vary but common themes may be: health, money, safety, housing, family and friends, things to do, plans for the future. - Individuals have access to the information held about them, can add to it and use it as a 'personal profile' to reduce the need to retell their story. - Cohort-level outcomes (reduced offending/victimisation, reduced use of emergency services, fewer housing moves etc) are improving. 	
<p>Impact</p>	
<ul style="list-style-type: none"> - Individuals who have been supported by the improved services are leading safer, more stable and more fulfilling lives. - They make appropriate use of support, rarely using crisis services. They know where to turn if they hit difficulties. - They are part of positive communities. - They can feed their experiences back into the system to co-produce further improvements. 	

Case studies

Case Study One – Kate

Changing Futures first met Kate in April 2022 and as we got to know Kate, she told us she had been abused as a child, addicted to substances since she was 16, scarred by the loss at birth of her first child and later by the death of her partner. She is the mother of three more children, all of whom had been taken away from her and had been in and out of temporary accommodation and occasionally custody over the last 25 years. In 2019 Kate met Tom in a homeless hostel and became pregnant with her fifth child. Forced to leave the hostel during pregnancy, she had ended up living jointly with Tom in temporary accommodation on the third floor of a council block in north Sheffield.

During childbirth (this child also removed from her care) she developed a hernia, which, along with the problems with her legs caused by extended drug use, reduced her mobility considerably. In the absence of outside support, she became more and more dependent on Tom and in late 2021, Tom attempted to strangle her. Kate reported this to the police, and he spent some time on remand before he convinced her to withdraw her statement. Tom moved back in, and they resumed their drug-related co-dependency. Kate had not engaged in meaningful support with any agency for several years and her mobility issues prevented her from accessing primary care and support around her substance use.

Changing Futures initial support was focused on developing a relationship based on trust. Our assertive approach took support to her, we negotiated alternative access routes into support services – such as telephone appointments with the substance use service and accompanied Kate to appointments with her GP.

We supported Kate as she went in and out of hospital (including long stints waiting in A&E) with recurring blood clots and infections in her legs. Our visits helped her retain some positivity about her future and we encouraged her to pursue her interest in history by providing a tablet to complete online history courses whilst in hospital wards. We supported to resolve her script issues which in turn has reduced her use of heroin.

A Changing Futures Peer Support worker also started supporting her and this led to Kate taking part in a coproduction session exploring how the council can better design accommodation for women. The programmes in house Occupational Therapist (OT) visited Kate in her home and quickly got some mobility aids installed providing Kate with greater independence - she is now able to cook for herself again. The (OT) and her Changing Futures support worker managed to secure more appropriate accommodation for Kate, a ground floor flat, and we are now working with Kate to connect her into her new local community.

Since Changing Futures started supporting Kate she has begun losing weight for the first time in years; her legs have begun to heal and her mobility improved. She is now able to move easily around her flat and even walk short distances unaided. Her dependence on Tom has significantly reduced and we are supporting Kate to explore volunteering opportunities as well as going to study, likely history, at Barnsley College. Kate has said this about the Changing Futures programme “I have received more support in a few months from you than all the support combined over the years”

Case Study Two – Trevor

When Changing Futures met Trevor, a 48-year-old Black African man originally from Burundi, he was living in a squalid privately rented property in a poor state of repair. His mental health was very poor, he was extremely anxious and had recently experienced a burglary making him feel unsafe in his home. He was consuming large quantities of alcohol daily and had lost his permanent employment due to presenting at work intoxicated. Trevor wasn't engaged in any support services at the point we met him and was struggling to cope with everyday occurrences such as cooking, cleaning and opening mail.

Trevor's property was deemed uninhabitable, and he was found temporary accommodation in a Bed and Breakfast. He remained there for approximately three months and during this time the relationship with his Changing Futures support worker was strengthened through regular contacts and visits.

Trevor began to share details of his financial issues, he had failed to pay the majority of his bills and as a result had amassed approximately £11000 of debt. Trevor had limited understanding around this, much of the debt linked to Trevor not notifying agencies when he was in and out of work. Changing Futures supported Trevor to organise his paperwork and took him to Citizens Advice, he gave written permission for both his Changing Futures worker and Citizens Advice to advocate on his behalf and as a result we have secured a Debt Relief Order which will eventually eliminate his debt. In the meantime, we continue to support Trevor to process his mail, we helped him open a bank account and set up direct debits to pay for all utility bills and avoid further debt. His Changing Futures support worker has negotiated utility discounts and got him onto several companies "priority list" should he need assistance in the future.

Trevor has now moved into a secure tenancy with SCC and his support worker helped him to apply for a local assistance grant and some furniture from a local charity. His Changing Futures personalisation budget has helped to pay for decorating materials and other charitable funds supported him to get a TV so his house is now becoming a home. Changing Futures have reconnected Trevor with his GP who following assessment suspects Trevor is suffering from Brain Atrophy (brain shrinking) due to sustained alcohol abuse. Trevor scored very low on a memory function test. Trevor is now undergoing further medical assessments, but we suspect that his neurological disabilities will mean he requires long term care to manage his finances and other areas of daily living. Changing Futures in-house Occupational Therapist has been working with Trevor including providing evidence towards his new benefit claim for Personal Independence Payments.

Trevor has been linked in with a Changing Futures Peer Support worker who is helping him engage in positive activities. Trevor enjoys playing the keyboard and his peer worker now takes him to a music group each week for adults with mental health needs. Changing Futures supported Trevor to get his bike repaired and safety checked by a charity so that he can use that to get around to appointments.

There are ongoing issues with his benefit claim and it is clear that without support from Changing Futures Trevor would not be able to cope with the complexity of the welfare system. Trevor, whilst recognising that he has alcohol support needs, is not yet ready to access support. However, he is becoming more open to discussing it with his support worker and it is hoped that he will be ready to access support around his substance use shortly.