

Inspiring Change Manchester

At a glance

Inspiring Change Manchester is here to help people with a range of challenging needs to lead fulfilling lives. It may be mental health, drugs or alcohol issues that affect their lives or it might be offending or homelessness. Whatever the reason, our individually tailored programmes can make a real difference to their lives. These unique programmes have been designed and developed with Experts by Experience to help our clients achieve a real and lasting change in their lives.

A message from Paul Pandolfo, Inspiring Change Manchester's Programme Manager.

There have been some important milestones for Inspiring Change Manchester recently, not least an end of Year 1 review with our funders, the Big Lottery Fund. There has also been also a national Evaluation Report from the University of Sheffield and CFE research, exploring challenges and achievements across the whole Fulfilling Lives programme that we are part of during its first year. It's clear that the setting up of projects with such huge ambition to transform the lives of people with multiple needs and revolutionise the way support is provided for them is no small task. There have been similar implementation issues across the national programme and we have some specific learning in Manchester.

Two big successes during recent months have been: 1) the launch of the M Think data system which will help us deliver joined-up, person-centred support and 2) the opening of the ICM community Hub, a space designed in partnership with people with 'lived experience' of support services with a view to providing a unique and positive new space in the city.

Inspiring Change Manchester is an 8 year programme but time flies and we are already at the stage where we need to revise our Business Plan for Years 3 and 4 of the programme (April 2016 – March 2018). This gives us an opportunity to build on successes, tackle any problems and introduce some new ideas. A huge thank you to anyone who has been involved in this work so far, we will soon have exciting new announcements about the next stage of Inspiring Change Manchester.



Paul Pandolfo,
Programme Manager.

Core Group.

It's been a busy summer for the Core Group. Alongside the Review of Volunteering across the programme, we've also been developing and commissioning our own communications designed to get more people interested and involved in Inspiring Change Manchester. Being an integral part of the Business Plan review - looking at what's needed for years 3 and 4 of the programme - has also kept us very busy.



And with several colleagues moving on to new opportunities both inside and outside Inspiring Change Manchester, we're focusing heavily on building up the team, using this opportunity to increase both the diversity, and the all-round experience within the Group.

If you'd like any information about the Core Group or would like to get us involved in the work you're doing, please contact Mark Jepson on either **0344 515 1683** or **07725 622 756** or email **mark_jepson@shelter.org.uk**.

Web: inspiringchangemanchester.shelter.org.uk

Telephone: 0345 112 4466

Hub address: Inspiring Change Manchester, 20 Swan Street, Swan Buildings (Ground Floor)*, Manchester, M4 5JW



Shelter

In partnership with:

back on track >
changing lives through learning

ADS Addiction Dependency Solutions

Cheshire & Greater Manchester Community Rehabilitation Company



SelfHelpServices helping people to help themselves

Riverside

Spirit of Manchester Awards 2014 Winner

Local Evaluations - building successful approaches.

It's been a great first year with many notable successes in the programme, but in-depth local evaluations have shown that there is still some tweaking to be done. Interestingly, the evaluations have also provided us with some lessons that may well prove to be invaluable in the future.

For our local evaluation, we highlighted three areas and looked at what, if anything, could be done to improve them:

Lot 1 – Systems Change - Centre for Local Economic Strategies

We looked at how ICM influences systems across Manchester to improve outcomes for residents with multiple and complex needs.

Lot 2 – What Works for Service Users - Leeds Beckett University

We evaluated how ICM is improving outcomes for our current service users

through working with them in a co-ordinated and person-centred way, and for ex-service users through our volunteering offer and GROW Traineeships.

Lot 3 – Cost-benefit analysis - New Economy Manchester

Here, we looked at the financial impact of ICM on additional services by reducing the reliance of clients on those services and improving their outcomes.

After digesting the information from the three evaluations, we came up with some simple lessons that should be of great help to ICM in the future:

- Further developing our person-centred approaches to meet individual client's needs and personal aims.
- Build on the success of our GROW Traineeships by demonstrating their impact to external partners and the private sector.
- Find ways to further integrate our services to ensure all service users get the right support at the right time.
- Expand on the success of the Core Group ensuring they keep continuing to work with senior personnel and commissioners across the city.
- Continue to develop opportunities for Experts by Experience in front-line delivery, embedding them into services.

Our local evaluators will continue to work with partners across the city to evaluate the ICM Programme. If you'd like to know more, please contact James at james_found@shelter.org.uk.

Peer Mentoring

Mick, a Peer Mentor in the Engagement Team shares his reflections on Peer Mentoring with Inspiring Change Manchester:

'After volunteering with Shelter's "Through the Gate" project, I decided that I would like to become a Peer Mentor within the Inspiring Change Manchester project. Hopefully I could use 'my past lived experiences' to help make positive lifestyle changes, for the clients who have multiple complex needs and are struggling to engage with services.

After completing a riverside 'peer mentor' induction session, I was shown round the ICM hub, introduced to staff members from the different services and explained to how the service works for the client. I was also explained to how the service is 'person-centred' and how the right range of services are delivered at the appropriate time for the client.

Since starting as a 'Peer Mentor', I have observed that many of the clients have been affected by addiction, mental health issues, homelessness and re-offending



over many years. I have shadowed staff members on visits to see clients and understand the importance of building a rapport with them, in order to help them make positive lifestyle change.

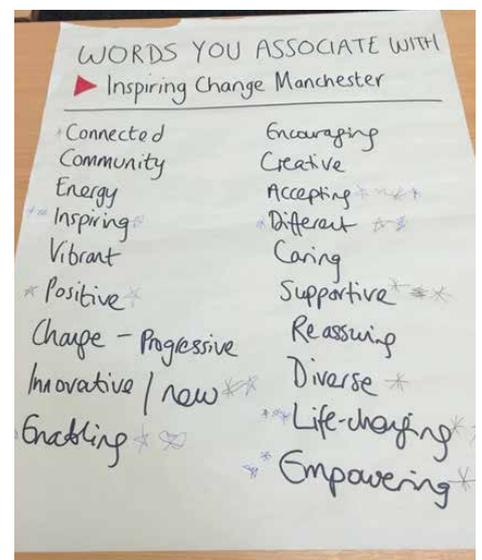
I have learnt that it takes time to build a working relationship with the client, so they can start engaging with the appropriate services. I have now been trained to use ICM's 'M-think' and lone working policy, so that I am able to visit clients on my own and start to build a working relationship.'

Mick,
Peer Mentor.

If you'd like to find out more about Peer Mentoring with Inspiring Change Manchester, please contact:

Matthew Barnes - Senior Training Co-ordinator	Sofie Andersson - Team Leader
Inspiring Change Manchester GROW Campus	Inspiring Change Manchester Engagement Team
0161 834 1661	0345 1124 466
07500 948 096	07971 665 964
matthew@backontrackmanchester.org.uk	sofie.andersson@riverside.org.uk

Sofie and Matthew will be delighted to help you with any enquiries you may have, so please contact either of them directly for a conversation about Peer Mentoring.



Referrals - Making a referral to Inspiring Change Manchester.

Inspiring Change Manchester aims to enable people with multiple needs to lead fulfilling lives.

To date we've have received over 200 referrals. More than 80 of these have been supported directly through the programme, whilst our No Wrong Door approach has helped many others by steering them towards the service that's right for them.

Inspiring Change Manchester offers a programme that can help even the most challenging of referrals. Here are some of the key aspects of our programme that we feel make Inspiring Change Manchester so effective.

- Inspiring Change Manchester has been designed by service users for service users.
- The focus of the programme is on a 'person-centred approach' giving the person receiving the support a key role in decision-making, goal setting and support planning.
- We have a lead worker, supported by peers, to create a stronger relationship.
- There is no time limit, our focus is about making progress against individually identified outcomes.
- Support is built around a person's emotional and physical needs.

- There is access to a 'flexible fund', which gives the team the opportunity to spend money on things that can improve outcomes that may not normally be available.
- The team is made up of a range of agencies working together, improving access to support and making communication better.
- There's a shared information system, so that clients aren't repeating stories and can keep focussed on what they want or need.
- We can offer bespoke counselling and therapy packages based on individual need, through our mental health pathway, including supporting access to other wellbeing support.
- There is specific support for volunteering and employment that can enable people to get involved in a range of activities, in and out of the home, at their own pace.

If you think that Inspiring Change Manchester might be able to help your client, here's a checklist that will help you decide. It's the five key criteria our referral team consider when a referral is made:

- Is the person being referred 18 years old or older?
- Are they living, linked or ordinarily based in Manchester?

- Do they have 3 or more of the following identified needs;
 1. Accommodation or homelessness
 2. Offending
 3. Mental Health
 4. Substance use issues
- Are those needs entrenched (firmly established and/or difficult to change)?
- Is the person not making progress with existing support or not receiving any support at all?

If your answer is 'yes' to all of the above, then the client you're planning on referring is probably suitable for Inspiring Change Manchester. But if you're unsure about any of the criteria you can contact the team on **0345 112 4466**, we're here to help.

What are we looking for in a referral?

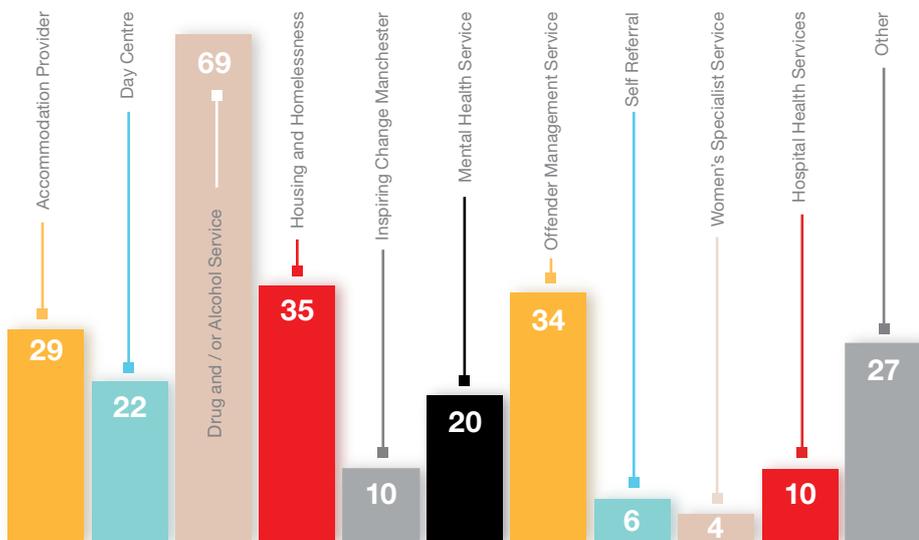
To enable the team to make the right decisions, we ask that you consider each question carefully on our online referral form and provide clear and objective information.

The more relevant the information you provide under each section, the easier it will be to guide our decision-making. It's also an important part of the process that we will follow up with the referring professional or agency when making any decision.

We also ask that the individual being referred is informed that a referral is being made. It may sound obvious but it really helps our peers and workers build a relationship with the individual –something very important when working out what needs to be done next to help.

For more information, or to make a referral you can go to inspiringchangemanchester.shelter.org.uk

Where are our referrals coming from?



In partnership with: