

Developing innovative new approaches to working with people with multiple needs, and putting people with lived experience at its heart.

At a Glance **Mid-July 2016**

## Service and Staff Updates

### Ruth Francis, newly appointed Service Manager, on joining the Engagement Team

Ruth has over nine years of experience working in housing, having started as a Lettings Officer at the Regenda Group. In more recent years Ruth worked as the Operational Manager at Threshold (part of the New Charter Group), managing a number of different community based services such as Housing First (for women with complex needs in Oldham, Tameside and Stockport), Probation Housing Advice service (at Rochdale, Oldham and Bury probation offices), and managing a team of Engagement Workers on the Early Help service in Oldham.

Ruth will be based at the ICM Hub on Swan St managing the ICM Engagement Team.

Ruth says *"I'm really excited about my new role and working on the ICM programme – an innovative, partnership approach to supporting people with complex needs, across the city, to improve engagement with services."*

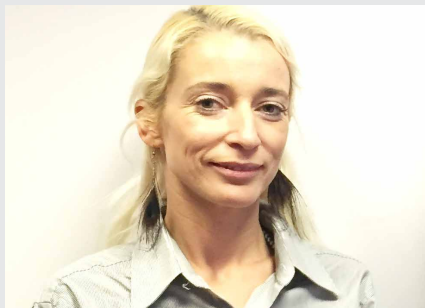
*"I'm looking forward to building positive and constructive working relationships with new and existing partners in order to achieve real change in Manchester."*

*"In the first 3 days I have met the team, who have made me feel very welcome! Started my in-house Shelter training, and shadowed a GROW Trainee at a Housing First sign up."*

*"Please contact me if you would like more info about ICM, are interested in working in partnership with us, or would like to give feedback on your experience of ICM – [Ruth\\_Francis@shelter.org.uk](mailto:Ruth_Francis@shelter.org.uk) or at the Hub on 0344 515 1615"*



Ruth Francis



Helen Gavaghan

### New in post – Helen Gavaghan, Senior Engagement Worker, introduces herself

*"There are a lot of passionate people working within the Inspiring Change partnership and I am very excited to be a part of it all. Prior to working here I was an Engagement Worker (or Navigator) at The Blackpool Fulfilling Lives project. Therefore it's really interesting for me to see how things are*

*done here in Manchester, and to share my experience and learning from the development of another project."*

*"I have experienced significant involvement from services and professionals in my life, both positive and negative, and feel that this has given me insights into how we can improve as professionals and organisations to support and empower service users. I have done a lot of changing and I'm committed to continuing to inspire transformation and growth in others."*

*"I am very passionate about the Fulfilling Lives projects and everything we hope to achieve, and I love working directly with people accessing the service. I'll also still have a caseload and will be supervising a number of staff in the engagement team."*

*"I have quite an analytical mind so I enjoy thinking critically and creatively to find solutions to often subtle and complex problems. There are a lot of working groups and various channels in*

*which to apply these skills at ICM and use my experience and understanding as a frontline worker and former service user, to inform service provision for the long term as well as for the individuals we currently work with."*

*"Every Fulfilling Lives project has different focuses and there are interesting things happening in Manchester. So far I have been very impressed by the 'Women's Voices' group which is already changing the landscape of women's services in Manchester. I am also very excited about M-think, The No Wrong Door approach and the development of an ICM approach to Safety Planning which focusses on including the individual in their own plan."*

If you would like any further information please contact me on:

07769365570  
[helen\\_gavaghan@shelter.org.uk](mailto:helen_gavaghan@shelter.org.uk)

## Inspiring Change Manchester



Ben Godfrey

### Housing First Manchester Pilot welcomes Ben Godfrey to the team

**The Housing First Manchester Pilot launched in April, and a panel has accepted our first cohort of tenants with one tenant having just signed a tenancy agreement.**

We welcomed Ben Godfrey to the programme on 23rd May. As Housing First Development Officer he'll work with tenants to find appropriate homes, looking at where they want to live and what type of accommodation they would prefer. He will also work with the programme to ensure people feel supported in looking after their homes and paying their rent on time.

A large part of his role is to have an ongoing relationship with landlords. Ben will be meeting with private and social landlords, establishing what is available for Housing First clients, encouraging landlords to work with us and to consider longer tenancies to increase tenants' security; and staying involved to help answer queries and resolve any issues that arise from any Housing First tenancies.

Ben has worked in the charity sector since 2010, starting out as an outreach worker for Big Issue North and most recently as a consultant to Barnardo's where he worked to engage fathers with a local SureStart service. Ben is currently a private tenant and has experience of staying in hostels and social housing in the past.

Ben has already been getting started developing links, and writes that "identified ICM clients are referred to the Housing First panel who will assess each case against the programme's principles, determining whether Housing First is the most appropriate type of support package for that person. A typical client is likely to have a history of repeated homelessness and rough sleeping.

*"Once people are accepted as Housing First clients, the ICM team will work with the clients to develop a flexible support plan to help people stay in their tenancies whilst making other changes they want in their lives.*

*"We want to see more people moved into good quality properties where they can sustain their tenancies and live their lives well. We want to get more landlords and organisations on board with this radical and evidence-based approach to housing.*

*"It's still early days for the project, if people want to know more or would like to help the project, they can contact myself or ICM Development Manager Sarah Walters (sarah\_walters@shelter.org.uk). We'd be happy to hear from people."*

You can contact Ben Godfrey on  
t **0344 515 1462**  
m **0755 411 6287**  
e **ben\_godfrey@shelter.org.uk**

## Lankelly Chase and research into the experiences of LGBT people with Severe and Multiple Disadvantage

**The LGBT foundation has been funded by Lankelly Chase to carry out an initial 19 month project to understand how lesbian, gay, bisexual and trans (LGBT) people experience severe and multiple disadvantage (SMD).**

We heard from Sophie Melville, Research Coordinator, about the project, "Lankelly Chase have already carried out research into SMD for the wider population, but one of the findings of the research was that there is a gap in the knowledge about what constitutes SMD within the BAME, female and LGBT population. Here at the LGBT foundation we are looking more specifically at what SMD may look like for LGBT people.

*"There are several studies suggesting that LGBT people may be over-represented in aspects of SMD, or may experience them differently. For example, LGBT make up as many*

*as 1 in 3 of those who are homeless youth, LGBT people are more likely to be substance dependent and LGBT people are more likely to face mental health challenges such as depression and anxiety".*

It has also been shown that LGBT people are over-represented within the criminal justice system. What we don't know however, is how these factors interact to affect the lives of LGBT people.

*"Initially we plan to carry out a quantitative survey across LGBT services to find out their impression of what constitutes SMD for LGBT people, based on their experience of providing services to the community. Following on from this we are carrying out in-depth qualitative interviews informed by the surveys, but also importantly by a core group of service users with lived experience.*



LGBT foundation staff

*"Using peer researchers with lived experience to carry out some interviews will be key to ensuring that the voices of this often ignored group are amplified, and that the research is informed by those with expert understanding of SMD for the LGBT population".*

If you would be interested supporting the LGBT Foundation, or have any questions, you can contact Sophie on **0345 3 30 30 30**

1Crisis. 2015, 2UCLAN. 2014, 3King et al. 2008, 4Ritchie. 2016

### A No Wrong Door Compact and the Homelessness Charter

**The Manchester Homelessness Charter launched earlier this summer, calling on the citizens of Manchester, the city council, health, other public sector services, charities, faith groups, businesses, institutions and other organisations to adopt its values; and to implement it through improved working practices, specific pledges and by working together in new ways. You can read more about the principles here and also make a pledge online at [streetsupport.net](http://streetsupport.net) to contribute to a better city.**

ICM's No Wrong Door compact has also had exciting developments and the Core Group of people with lived experience are developing a training package to take to groups and

organisations across Manchester. You can make a pledge to the Homelessness Charter to support the No Wrong Door principles and, in turn, we'll bring our training package to your organisation so that you can learn more about the compact.

If you would be interested in this, please contact Ben Whalley in Inspiring Change Manchester on **0344 515 1595** or by emailing [ben\\_whalley@shelter.org.uk](mailto:ben_whalley@shelter.org.uk)



### Update from our Service User Involvement Coordinator

**A lot of the work the core group have been involved in recently has been related to the ICM business plan review and looking at our plans for the next two years.**

Our contribution was helped by a series of workshops and consultations with MEAM (Making Every Adult Matter) and the ICM Engagement team, (including input from the peers and GROWS).

The core group are currently involved in the Homelessness Charter action groups i.e. 'presenting as homeless', 'mental health', 'women's direct access'.

We are currently speaking to service users who have presented as homeless in order to spot the trends and try and make some change to a process that many have described as stressful.

Lankelly Chase have offered to fund CLES (the Centre for Local Economic Strategies) to work with the Core Group, our peer mentoring provider – Community Led Initiatives and other organisations for a series of events around system change and co-production. They have offered to pay for the Core Group's time which ties in well with our ambition to explore becoming an independent body.

### The Inspiring Change Manchester Partnership Programme

**Our programme's ambition is to work in partnership with community groups and organisations across Manchester because we know that they have the knowledge and experience to make a difference. Our Equalities and Inclusion working group has been co-producing a plan about how that might look and, working alongside external organisations and people with lived experience, have developed a 'Partnership Programme'.**

The Partnership Programme will fund up to £500 to wholly or partly fund your organisation to do pieces of work that:

- Engage diverse groups, promoting and facilitating learning,
- Increase access for the most disenfranchised, and
- Address any identified issue causing people with Multiple and Complex Needs to disengage from services or their community.

More information on how to make a proposal to the Partnership Programme will be on the blog pages of our website soon.

## M-Think and the new Steering Group



**We're coming together with Homelessness Services across Manchester to ensure that the M-Think database – A multi-agency database which supports people facing multiple needs, allows us to work together to improve access for service users to the services they need. Over the next year we are coming together as a group to use M-Think to deliver innovative solutions with the people of Manchester.**

As a group we will be focusing on the following:

### Empowering Service Users

- Enabling better access for people to their own records and defining their own support needs

### Working together

- Using M-Think to support the Homelessness Charter, Manchester's one city approach to tackling Homelessness
- Finding ways to bring our services closer together by supporting organisations and services to access M-Think

### Doing things differently in Manchester

- Building a picture of homelessness in Manchester, looking at the barriers people face and what support they need to influence services
- Using M-Think data to help steer policy and commissioning decisions in Manchester and beyond

If you would like any further information about M-Think you can contact us here at ICM [ICM@shelter.org.uk](mailto:ICM@shelter.org.uk) or tel: **0344 515 1594**

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