



Homeless Link Commissioners Forum

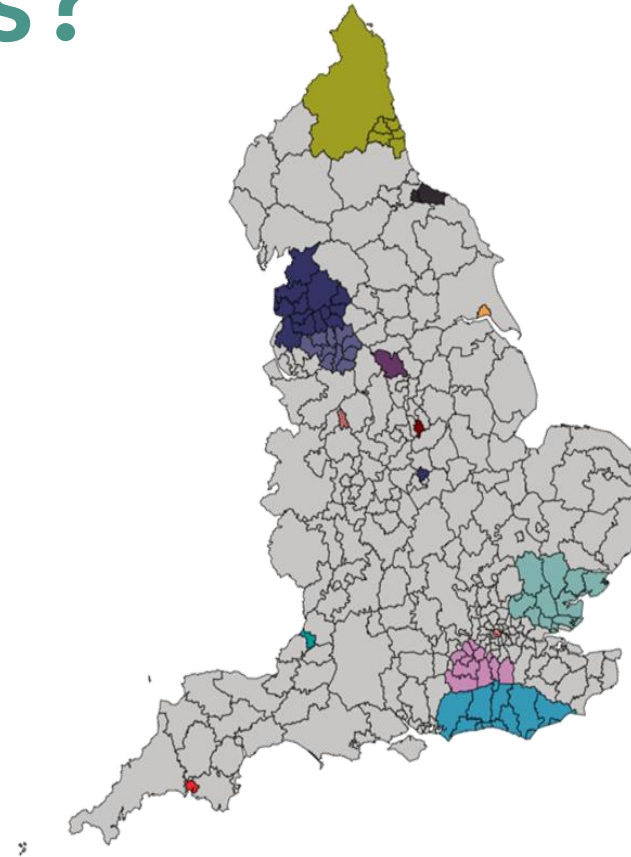
Commissioning as system change

What is Changing Futures?

Changing Futures is a national joint initiative by the Ministry of Housing, Communities and Local Government (MHCLG) and The National Lottery Community Fund

- The programme focusses on meeting the needs of the most vulnerable people who repeatedly fall through the net, to achieve positive changes in services, to make them better connected, and easier to access and lead to better outcomes for individuals
- The programme is embedded in the three Sussex Local Authority Areas with MDTs based in Social Care delivering enhanced and integrated community support to people with 3 or MCNs
- The MDTs have low caseloads and operate a responsive, proactive 'team around the person' approach
- The programme team supports wider system improvements by promoting best MDT practice, trauma informed working, co-production, effective multi-agency partnerships, better data capture and joint commissioning

● Bristol
● Essex
● Greater Manchester
● Hull
● Lancashire
● Leicester
● Northumbria
● Nottingham
● Plymouth
● Sheffield
● South Tees
● Stoke-on-Trent
● Surrey
● Sussex
● Westminster



15 areas across England received funding from the Ministry of Housing Communities & Local Government and the National Lottery Community Fund



Definition Of Multiple Disadvantage

Multiple Disadvantage is defined by the national Changing Futures programme as people who experience three or more of:

Homelessness



Mental Health



Substance Use



Current &
Historical
Offending



Domestic
Violence & Abuse

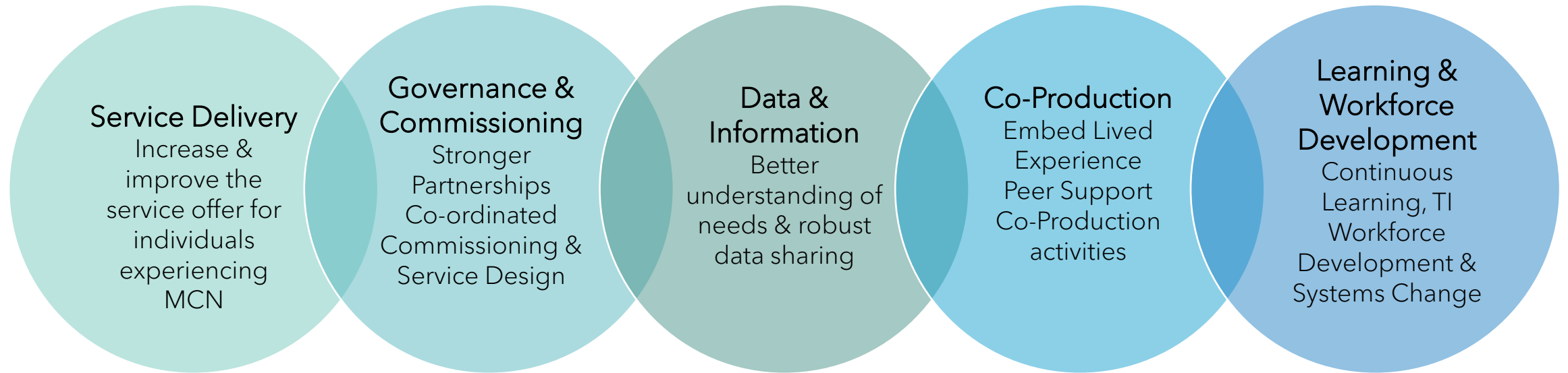


Why Changing Futures?

- Recognition from central government that public service reform was needed
- Prevention and early intervention services have been depleted over successive governments
- Move towards crisis-orientated public services delivering the minimum statutory offer
- Increase in unmet and growing complexity of needs
- Change requires a system-level approach



Workstreams & Priorities for Change



Case Study - Brighton & Hove

Joint Commissioning and Service Redesign

Situation – complex service landscape with multiple teams and services offering similar interventions for homeless people experiencing MD but no one with a helicopter view

Aim – to explore opportunities for more coordinated service offers for homeless people experiencing multiple disadvantage



Multiple Disadvantage Mapping

A Multiple Needs Audit in 2023 identified a total of **521** individuals experiencing multiple disadvantage (3 or more need criteria areas), 78% were recorded by accommodation-based services and 22% recorded by the outreach service.

Once the audit added the numbers of individuals engaged with BHCC Housing Needs team, accommodated under statutory housing responsibilities this added a further **164** individuals, most of whom are likely to be experiencing multiple disadvantage.

The last rough sleeper street count saw a 27% rise in the number of rough sleepers recorded in the city.



Service Mapping

Team 1 - Mental Health Outreach

Staff team 8
People seen a year
125+

Includes clinical MH
staff

Team 2 - Street Outreach Service

Staff team 13
People seen a year
850+

Team 3 - Substance Misuse Outreach

Staff team 15
People seen a year
250+

Team 4 - Health Inclusion Team

Staff team 9
People seen a year
250+

Includes clinical
staff

Team 5 - Changing Futures MDT

Staff team 13
People seen a year
100+

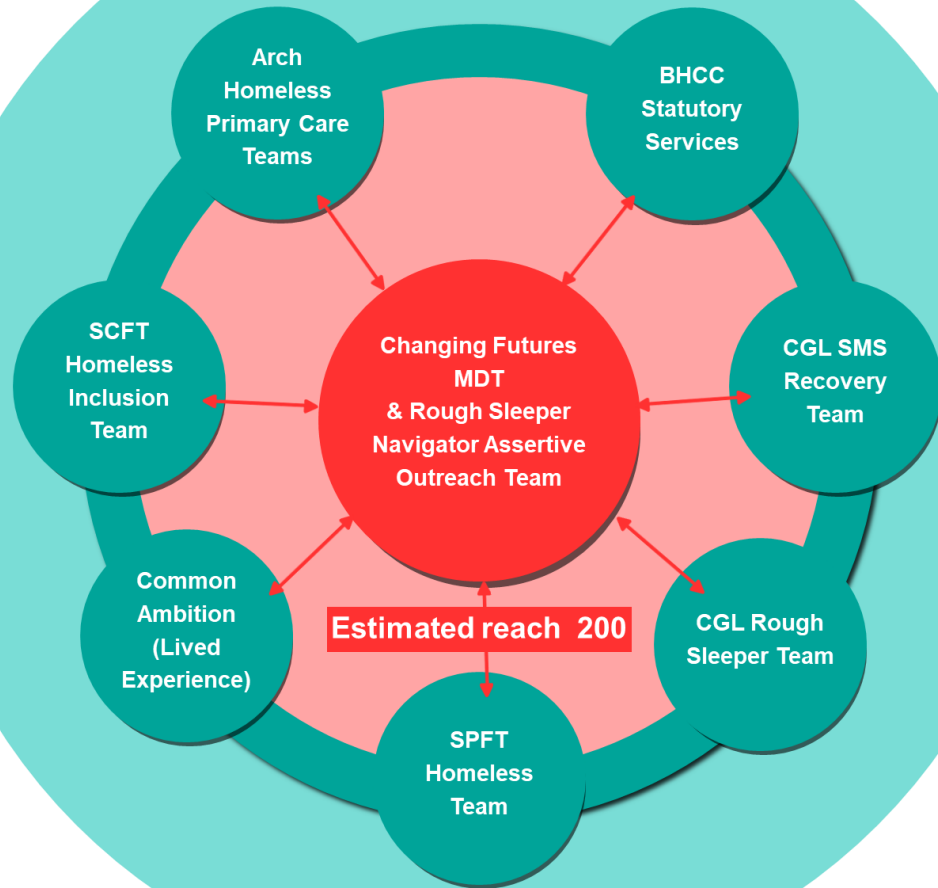
Includes social
workers



Brighton & Hove Homeless Integrated Community Team

Partnership across homeless healthcare providers, local authority & rough sleeper services. The Homeless ICT focusses on people who are homeless with three or more complex needs

Aim- to align the work of partner organisations so they can work as a 'team of teams' linked to the principles of Team Around Me



Estimated Reach 1500



Client Led

Clients are given greater control over the support they receive, by developing trusting relationships through Co-production and adopting Trauma-Informed, strength-based practice.



Shared accountability:

Professionals are to collaborate in multi-agency meetings to learn and reflect about blocks for the client and systemic barriers to improve service delivery.



Service Continuity:

Permission provided and confidence is built for professionals to stay involved as long as possible, especially during transitions, to support clients recovery.



Innovative Practice:

The Action Experiment is used in partnerships across the system to enable positive risks-taking and reflect and learn from actions taken.

Engaging partners and working together

- Identify stakeholders and champions
- Be open, honest and establish meaningful relationships with partners
- Agree shared aims, values and needs
- Identify levers – Funding? Policy? Legislation? Best Practice?
- Be data-led
- Take action – keep the momentum going

