

What Matters To Me?

How we are working differently with people experiencing multiple disadvantage

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Overview

- £5m funded systems change programme from DLUHC/Lottery until **March 2024**
- Aims to **improve outcomes** for adults experiencing **multiple disadvantage**, the services they access and the wider system
- CFN approach comprises:
 - A **liberated**, relational method of working
 - A **generalist** approach rather than specialisms connected by referral and eligibility criteria
 - **Lived experience** throughout the programme
 - Dedicated **learning** team

'Liberated Method'

2 Rules:

Do no harm
Stay legal

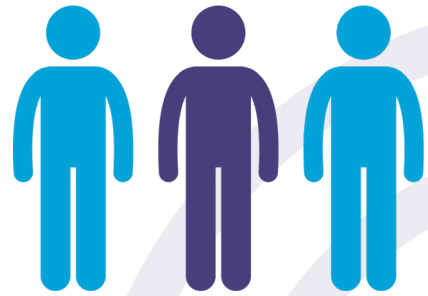
5 Principles:

Understand, not assess
Person sets the boundary/scope
Pull for help on demand
Decisions made in the work
Time unlimited – takes what it takes

Running budget:

Proportionate
Legal
Auditable
Necessary

Embedded Learning



Liberated
Method



Information
Gathering



Capturing
the learning



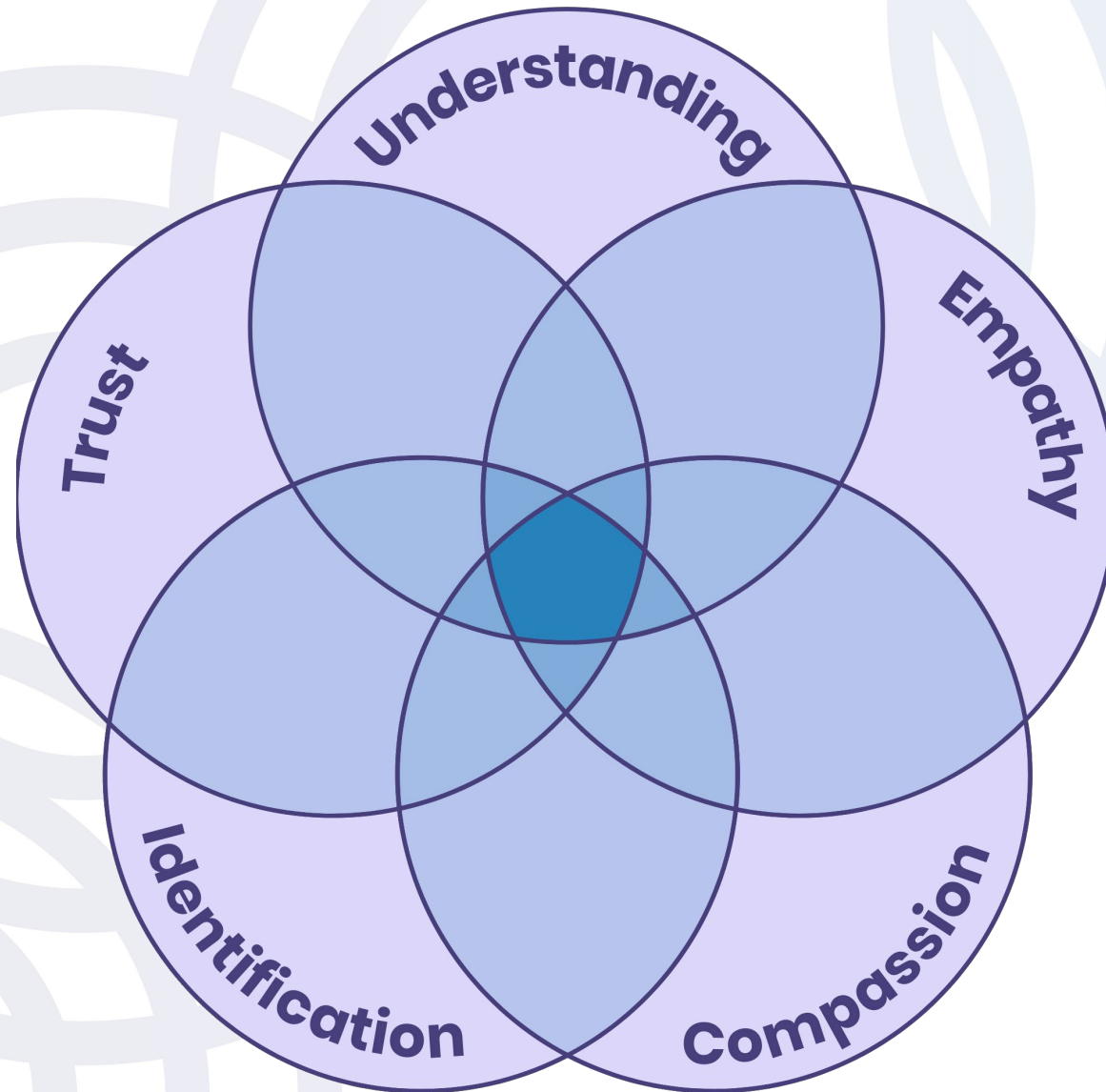
Sensemaking
& themes

What are we seeing?

- The liberated method works
- Things that can be done 'on Monday' and things that need to change in the system
- The value of 'Generalist' support
- Lived Experience adds value and authenticity
- Connections matter

This is NOT a new thing

The role of lived experience



Q&A

Useful Links:

www.changingfuturesnorthumbria.co.uk

[Twitter: @CFNorthumbria](https://twitter.com/CFNorthumbria)

[LinkedIn: cfnorthumbria](https://www.linkedin.com/company/cfnorthumbria)

www.lgcplus.com/idea-exchange/our-council-tax-arrears-pilot-helped-75-of-people-live-better-lives-07-04-2020/

www.collaboratecic.com/insights-and-resources/the-tangled-and-the-trapped-reforming-public-services-a-citizen-at-a-time/

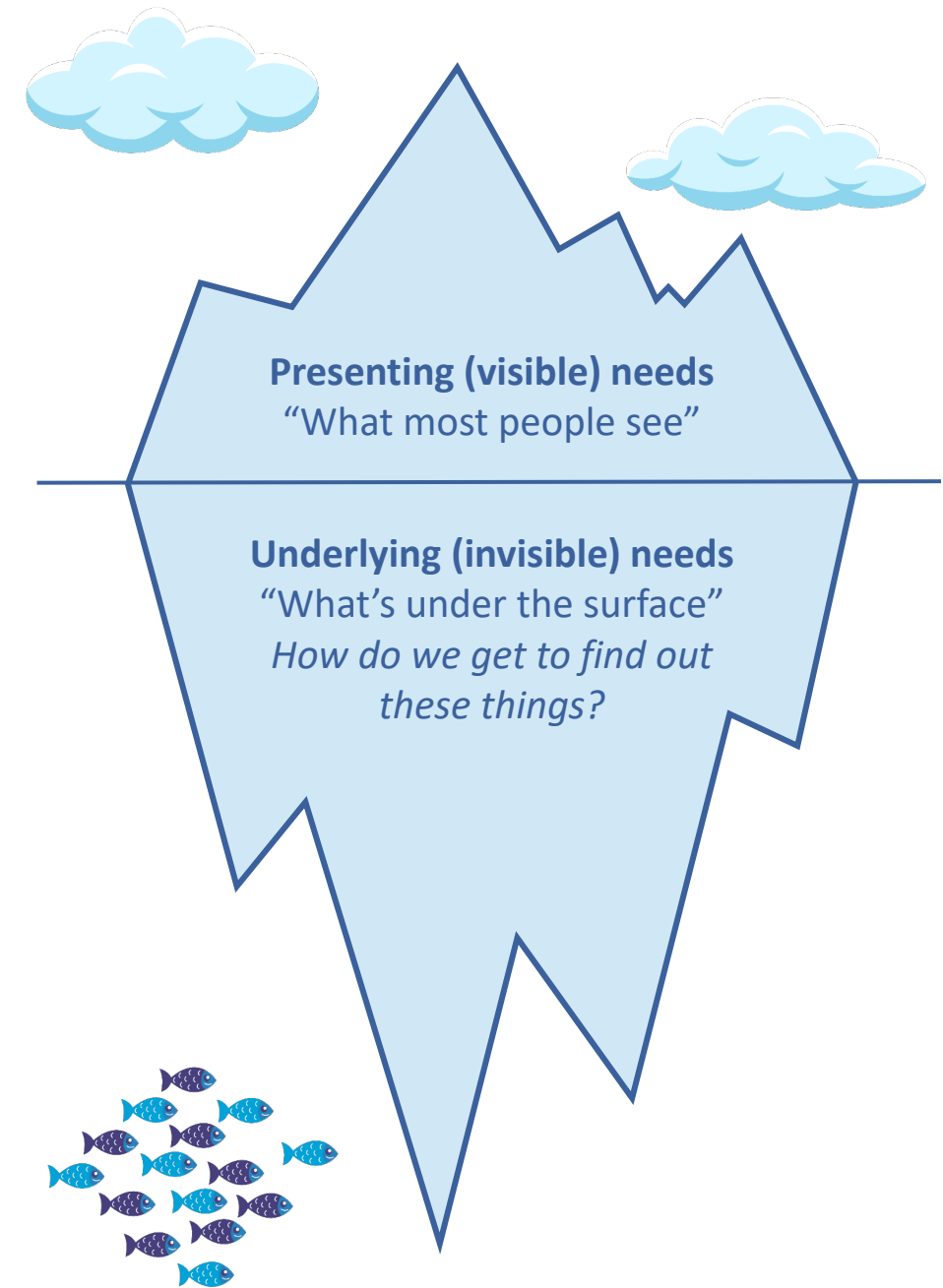


Iceberg activity

For each presenting need what do we think is going on under the surface and how do we uncover that in our roles?

Questions to consider:

1. How do services determine what people need help with?
2. What challenges do people face because of standardised services?
3. How can we offer a more diverse response to people's needs?
4. What do you think prevents us from currently seeing 'under the surface' and what is the possible impact on the individual?



Presenting Issues

Physical Abuse
Estranged Family Drug Dependence Sexual Abuse
Cirrhotic Liver
Isolated Homelessness Aneurysm Housing
Mental Health
Not Engaging With Services High Hospital Admissions Alcohol Misuse
Alcohol Dependence
Crash Pad Accommodation Physical Health
Grief Child Access Fatty Liver
Loneliness
Hospital Admissions
Dislikes Job

Underlying Issues

Mood Swings Unhealthy Relationships Sexual Behaviour
Low Social Skills Homelessness Back Problems
Child Removal Trust Issues Grooming
Hernia Technology Physical Health
Reasons For Abstinence Disengaged From Services
Child Contact Self Neglect Childhood Abuse
Poverty Lack Of Connection
Mental Health Masking Family History Of Substance Misuse Alcohol Related Brain Damage Long Term Alcohol Misuse Varicose Bleeding Prison Leaver Focus
Shame Drug Misuse Hospital Red Card Bereavement Low Self Worth Debt
Mobility Employment Co-dependency Eating Disorder Anxiety Housing Depression Care System As Child Grief Low Self Worth Seizures Denial Family Poor Mobility Hep C Gambling
Suicidal Ideation Boredom PTSD Long Life Poverty
Analysis Paralysis Lack Of Support Sexual Inactivity Easily Manipulated By Peers Sexual Abuse Family History Of Alcohol Misuse Confusion Dystonia Memory
Nutrition Estranged Family Cirrhotic Liver Childhood Trauma
Concentration Nerve Damage Low Self Esteem Lost
Fear Of Medical Settings False Allegations Insomnia Hospital Admissions High Risk Of Death
Guarded Loneliness
Victim Of DA/DV Degenerative Knee Shopping Addiction

