



Plymouth Alliance for Complex Needs

Best for people using services

January 2022

Useful Contact Details:

PCC Retained Client Function (Alliance Advice Line 01752 304401 (Mon-Thurs 9-5pm, Fri 9 – 4:30) Out of Hours 01752 668000 Community Connections 01752 398500

Jon Farr - Programme Manager / The Plymouth Alliance

The Alliance 2021 year summary, that went out with the last newsletter gave a sense of what we have dealt with, and changes we introduced. I would like to think 2022 will be easier, but we are aware of ongoing pressures on all public services, not only our own.

There is a national accommodation shortage, and significant financial pressures on people in our community, which will drive increasing demand for what we do. At the same time, budgets are under pressure. This is not a message of doom and gloom but a realistic recognition of where we are, but we can look at what we achieved in 2021 and draw confidence from the strength we have shown to overcome these obstacles.

The Christmas period saw a high rate of move ons from Bed and Breakfast emergency accommodation, but we did not see the reduced demand over this period we experienced in previous years. The Alliance plan to acquire more properties this year. BCHA have secured funding and are proceeding towards purchasing a property to accommodate 4 families this financial year, with 4 more family properties to follow beyond April, this gives a total expected investment of around £2.5m. PATH have also stepped up their property programme with 3 units made available just before Christmas and around 12 more units hopefully available by the end of March.

The delivery of accommodation units by CC Housing has suffered some delay, as their contractors preparing properties shut down due to Covid infections before Christmas. They now hope to have up to 18 units available by the end of January, which involves a lot of support to service users as they move in. The Alliance members are working in a separate task force to secure more units.

This illustrates how Covid will continue to impact on our delivery. The Government are making funding available to encourage take up of vaccinations and boosters by our service users. Initially the Complex Needs Team will be helping to deliver these at various properties across the Alliance, but we are open to ideas on how we can best reach our service users.

The Alliance hold the City's budget for emergency B&B accommodation, which significantly impacts on our financial arrangements. The Alliance organisations met with commissioners in December to discuss these concerns. While we have not solved the issue, we had a constructive discussion about how to move forward.

2022 may feel like some more of the same, but we are endeavouring to move forward with some important changes. As I talk to people across the Alliance, I hear a variety of views about the extent to which it has changed how people work together to deliver services. The MANTA system is now ready for use; it should help us understand the needs of the people we are supporting better and how to join up our approaches, so please make sure you use it where you can. Wider than this I hope to start work in the coming months with each Alliance organisation to look at what can be done to focus efforts on our key services, and then how we work better between the organisations as well,

In December we held the first Big Buzz event for some time, and it was my first time attending. It was great to meet some of you in person, and Covid permitting I hope that we can restart the programme on regular basis this year.

Despite the challenges, it is heartening to hear about the great work which makes a big change to people's lives, some of which you can read about elsewhere in this Newsletter. Thank you all for that you do to make this happen.

Drug and Alcohol Treatment Service

Within the Alliance there is one Drug and Alcohol treatment service delivered by Livewell Southwest, Hamoaze House and Harbour. The no wrong door approach means that whoever they see we will offer a person-centred treatment service to meet their needs. We communicate with each other regularly to achieve this. This is a huge achievement, it is a journey, and we can still make improvements but to everyone involved – Substance Misuse Specialists, Day Service Drug/Alcohol Workers, Prescribers, GPs, Mental Health Workers, Social Workers, Nurses - well done.

What people using services get from us:

- Prescribing Service
- Physical Health Interventions
- Mental Health Interventions / Dual Diagnosis
- Psychosocial Interventions
- Individual Work
- Group Work
- Community Detox
- Residential Detox Support
- Residential Rehabilitation Assessment and Support
- Homeless Intervention Team
- Day Service
- Support for family and Friends affected by drug and alcohol users life styles
- Criminal Justice co located team
- Specific service for those on a child protection plan
- Specific service during pregnancy
- Specific Service for 18 -25 year olds
- Hospital Alcohol Liaison support service
- Young Peoples Service - SHARP
- Naloxone Distribution
- Needle Exchange and Safer Injecting Service
- Blood Bourne Viruses treatment and testing
- Person Centred Counselling Service
- Brief Intervention Service

Striving to deliver this in a trauma informed way. Exploring more and more “.not why the addiction but why the pain...”

Jocella Peck, Team Manager, Harbour

Severe Weather request

People may be aware that when the weather is zero degrees or below for three or more days, an area has to provide emergency accommodation or indoor overnight space for people sleeping rough. In Plymouth we try to do it even if the forecast is not for as many as three days: any nights at zero are enough for us to try hard to offer something.

The nature of the severe weather response is that it is something of a pop-up service. We don't know when, or if, it will be needed. But we need to be ready to offer some indoor space and staffing, in case it is. Covid has complicated all of that but not stopped it. So now we are asking staff members from across The Alliance whether you may be willing to work extra hours and do a night shift if severe weather is called. We usually need at least two people to work together on shift but can't know how many nights we may need to cover. So we don't ask for definite commitments from people now, just willingness to consider it if the time comes. We will then get back to people to explore whether they may do a shift when it's being called.

If you are willing, please alert your manager – just so they know, too – and email us to tell us. We'll keep a record and contact people when the time comes.

Email: Tara.Wilkinson@pathdevon.org by 31 January 2022.

Thanks from PATH

Update on mandatory training and Phase 2

The mandatory training sessions finished in December. Thank you to everyone who attended - we hope that you all found them useful. If you have not received your certificate, please let me know.

We had some great feedback, particularly thanking Andy for making the sessions so interesting and engaging. I have met with staff across the Alliance to get further feedback on how helpful you found the training and what further training opportunities you would like.

Key themes were that staff would like training as follows:

- Trauma Informed training (including Childhood trauma and ACEs)
- Counselling skills
- De-escalation techniques
- Visual representation of drugs and drug interactions.

The Alliance Workforce Development subgroup is taking all these suggestions onboard and we will be looking at the next steps/Phase 2 of the training roll out (partly in conjunction with Changing Futures)

If there is any other training you would like the Alliance to offer, please email me at sharontucker1@nhs.net and I will take this to the Workforce Development group. Similarly, if you are aware of any beneficial training offered by partners, please let us know so that we can share the opportunities widely.

Sharon Tucker

Peer Support Groups

- **Thursday 20th January 3pm-430pm** Rear Classroom @ "24" (Shekinah) 24 Stonehouse street. Facilitated by Linda Mc Carney and Kayla Tucker.
- **Thursday 3rd Feb. 12.30pm - 2pm.** Hamoaze House. Facilitated by Rob Horsfield and Charles Howard -Baker.
- **Thursday 17th Feb 3pm-4.30pm.** 2nd floor training room Hyde Park House, Mutley Plain. Facilitated by Amanda Lauchlan and Paul Ravenhill.

To book on one of these events please email amaguire@nhs.net

Alliance and Partner training

The **Tenancy Training** programme has been developed and is facilitated by Path.

Tenancy Training is suitable for staff, volunteers and people who work in housing or related services.

The training aims to help staff support their clients in understanding and accessing private rented tenancies. Looking at rights, responsibilities and affording and securing a tenancy. Training is delivered by at least one Path Renting Support Service worker.

All will be 10.30am on a Wednesday via Teams. (Course info is attached with the newsletter email)

Jan 26th Feb 23rd

Mar 30th April 27th

May 25th

Please contact Dave Ringwood by e-mail at David.Ringwood@pathdevon.org to book a place.



PLYMOUTH & DEVON
racialequalitycouncil



FREE ONLINE

REFUGEE AWARENESS TRAINING

The 17th of January

11am-1pm

or

The 26th of January

11am—1 pm

Book your place by sending an email to Lavinia Porfir at : l.porfir@plymouthrec.org

Once the booking is confirmed you will receive the link for the Zoom session.

Introduction to the Alliance Sessions have been arranged on:

Wednesday 26th January 2022 -11.00am

Monday 14th February – 11.00 am

Wednesday 16th March 11.00am

Due to current advice/restrictions they will all be held via Zoom.

To book a place please email Ellie Jarvis - Ellie.jarvis@nhs.net



News from PATH: We had a referral for a gent sleeping in some bushes near Jennycliff in January this year. After several visits, we managed to find his spot and to give some context, you cannot get in or out without being attacked by brambles and stinging nettles over your entire body! He was clearly not wanting to be seen or engage with services. The team took out food and drinks over a long period of time and tried to build a relationship. He is 61 and he explained that he has lived like this for many years and often spends months on end up and down the SW coastal path.

He was not keen on accommodation despite multiple different offers including B&B's and Path houses. He had real anxiety about fixing himself into a tenancy after so long out and had plenty of discussions around wanting Opal Villas as he heard this was self-contained and on a license. We knew this wouldn't be appropriate for him but fast forward 11 months and he has viewed, accepted, moved in and settled incredibly well into CC Housing. He has been engaging with the staff. He is intending to visit friends tomorrow for the first time in years after being too embarrassed to be around people at Christmas without having showered etc.

All the staff have had the opportunity to put him at the centre of his support and work creatively to get him the right outcome for him as one of our most entrenched rough sleepers! I feel everyone needs to hear this and finish the working year on this note.

Tara Wilkinson

Service Manager- Resettlement/Rough Sleepers Team/MARS/RIS

News from Hamoaze

Groups and one to one support were available on site and online throughout the Christmas week., and between Christmas and New Year.

Firstly, Santa received 25 requests from families to have a video call {this was offered as the Grotto was not open again this year}. He also saw 12 families from the Bud club.

As we were not able to have our traditional Christmas dinner during the week before Christmas, the team made Christmas dinner Baguettes for all those who attended group during Christmas week.

We also had a Christmas Raffle, raffling hampers of food, chocolate, a men's pamper hamper and a woman's pamper hamper, as well as tins of sweets and two children's rucksacks stuffed with colouring books and pencils etc.

On Christmas Eve we had a log fire burning in the reception fireplace, we also had a mince pie eating competition, with people participating both online and on site. Great fun was had by all.

John Richards, adult team member, won the competition and ate 3 mince pies in 1min 6 seconds, the world record is 52.21 seconds. Santa also distributed tubs of celebration chocolates to all those attending Hamoaze.

Through the Household Support fund, we have given out four £50 food vouchers, supplied a family with 5 children a replacement tumble-dryer and credited an individual's electricity account with £50 credit. We have also given out 99 food parcels to individuals and given out 33 food parcels to families. Although most of this support is being given to those using our service, the food parcels are available to members of the community and wider city.

In late November we developed an online feedback system using a QR code that can be scanned which brings up a form to record feedback. This is another route to capturing feedback generally and evaluate groups and other specific interventions/forms of support.

On the 5th and 12th of January, working with PHE and PUH medical school Hamoaze will support interactive teaching and host 100 medical students on each of these dates for out of class learning, with a view to learning about complex needs and problematic relationships with alcohol and other drugs. Due to covid restrictions this will take place online using the recently installed large tv screens and video systems at Hamoaze. The group sessions will be facilitated by clients.

Mark Bignell and Claire O'Gorman, Hamoaze House