



Plymouth Alliance for Complex Needs

Best for people using services

July 2021

Useful Contact Details:

PCC Retained Client Function Alliance Advice Line 01752 304401 (Mon-Th 9-5pm, Fri 9 – 4:30)

Alliance Induction

The Alliance Induction session will offer a brief overview of the Plymouth Alliance to new staff, volunteers or those who want to know more about the Alliance. It will cover the history of the Alliance, a brief overview of the organisations within it and provide an overview of future plans and its day to day work. There will also be an opportunity to ask questions. Dates/times below:

Monday 26th July from 2 – 3.30pm & Friday 3rd September 11- 12:30 pm

Both sessions to be delivered via Zoom – if you would like to book a place please contact Ellie Jarvis at ellie.jarvis@nhs.net

Shelter have recently employed a Community Organiser who is keen to link in with Alliance partners and understand the issues facing tenants in Plymouth, re message below:

Hello,

My name is Jack, I am a Community Organiser working for Shelter in Plymouth. I am looking to speak with residents about their experiences of private and social renting in the city.

There are many issues contributing to the housing crisis both locally and nationally. My work is to support them in identifying and addressing common problems through campaigning for solutions they believe will help make a difference.

Please get in touch by email at Jack_Spooner@Shelter.org.uk or by calling me on 07385 463409

July awareness events

24th July

The Samaritans will be holding their annual **Talk to Us** campaign “the Big Listen” to raise awareness that they are available to listen to anyone who's struggling to cope, at any time of the day or night.

More information on the link below:

<https://www.samaritans.org/support-us/campaign/talk-us/>

July 30th

World Day against People trafficking

Below is a link for further information from the United Nations – this years' theme looks at the experience of those who have suffered Human Trafficking.

[World Day Against Trafficking in Persons | United Nations](#)

Alliance and Partner training

Alliance Mandatory Training

The Mandatory training sessions are nearly full. **Please can we ask that staff attend their booked session unless it is unavoidable.** If you are unable to attend please check whether a colleague is able to swap instead so that we can ensure all staff are guaranteed a place.

Remaining dates:

Motivational Interviewing – 23rd/24th August

Promoting Good mental health –24th September

Please email sharontucker1@nhs.net to book your place

UPDATE: Alliance Certificates for the training are now being rolled out to all attendees.

Tara Wilkinson at PATH is offering some **Rough Sleeper/Homelessness and A2A training.** This will ideally be targeted at newer members of staff or staff in the Alliance not working directly in housing.

Dates are as follows:

30th July 10am – 12pm

24th September 10am-12pm

29th October 10am-12pm

If you would like to book a place please contact Tara at Tara.Wilkinson@pathdevon.org

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.

Training will currently be delivered via video call (MS Teams).

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

Tuesday July 13th 10.30 – 12.30 Thursday August 12th 1.30-3.30

Tuesday September 14th 10.30 – 12.30 Thursday September 16th 1.30-3.30

Adult Safeguarding Training (via Zoom)

August & September are now available to view/book.

PLEASE NOTE: Booking arrangements are via Eventbrite: <https://www.eventbrite.co.uk/o/adult-safeguarding-31971650835>

- 4 hour sessions either 09:30 – 13:30 or 12:30 – 16:30
- 22 places available per session, no more than 3 staff from the same organisation at any one session.
- We have now removed the need to register in advance, the Zoom link for the training session with meeting ID & password etc. is on Eventbrite when you book.



PLYMOUTH & DEVON

racialequalitycouncil



FREE ONLINE

REFUGEE AWARENESS TRAINING

**The 14th of July
11am-1 pm**

or

**The 28th of July
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 to the Zoom online training



PPE Training for Alliance staff

Belinda Caslake, Senior Infection Prevention Practitioner is offering PPE training for client facing staff working with those who are homeless/vulnerable.

This is a good opportunity to refresh your learning, particularly with the rising covid cases in Plymouth.

The training will be one session online on MS Teams, around 1 hour, with the opportunity to arrange additional sessions.

Weds 28th July 2 – 3pm

If you would like to book a place for yourself or team members, please register your interest via this link

<https://forms.office.com/r/RNHGrV8h5a>

“A day in the life of “.....a Shekinah Support Coach

Shekinah employs a team of Support Coaches who work in The Hub at the Shekinah Centre on Bath St, they are the first point of contact for anyone experiencing rough sleeping in Plymouth. A typical day starts at around 7.30am where staff have a meeting with the PATH rough sleeper team to discuss people who we are likely to support, have we had previous contact with them or are there any new people who need our support. We then open our doors and offer people things that we all take for granted, a hot drink, some breakfast, a shower, and some clean clothes if they require it. I think the best tool our Support Coaches use is the ability to listen without prejudice as most people who use our services need to be able to discuss their past and current issues in a sympathetic non-judgmental environment. All our Support Coaches have many years of experience working in this sector so understand the issues rough sleepers have on a daily basis. Our services have been adapted during Covid, so everyone is supported in a safe way, and we are currently working on an appointment basis to work within current restrictions. We have seen great results working in this new way as we get to spend time working on what people need in greater detail.

Once we have supported their basic needs, we then support them with various other needs such as.

- Any medical issues they may have where we can then refer them to our onsite medical services, these are GPs and other medical services, Drug, Alcohol and Mental Health staff from partner organisations.
- We look at housing support so we can try and get them off the streets as quickly as possible, this is working in conjunction with PATH or Plymouth City Council.
- Help with benefits is also offered and we can liaise with Job Centres and CAB to support people, so they receive the right type of benefit.
- Referring people to other organisations who offer specialist support is very important as we know people are getting the right help. As an example, this maybe a referral for Counselling or support with managing their Mental Health.

The service we provide is individualised and person centred as each person that comes through the Hub's doors have different support needs, so we need to treat them as individuals to help them move forwards in a positive way. We are now looking at expanding our services such as art therapy and music sessions, so people can express themselves in other ways whilst being supported by our Hub team.

Kristy Winters, Events & Community Assistant, Shekinah



To highlight the fantastic work that staff are doing across the Alliance, we wanted to share with you a thank you letter from one of our service users who was helped by **Rachel Thomson Complex Needs Support worker/Navigator**. Thank you Rachel !

I just wanted to sing Rachel's praises really for everything she has done for me. I moved into Salvation Army 6 weeks ago and was really struggling badly with my talking health and drinking. I was at very high risk of completing suicide and being put in there didn't make things any easier for me. My "support worker" didn't do anything for me and just assumed I was happy being there with no intentions of moving on. I am ex armed forces with severe PTSD and was desperate to get out of there. Rachel took it upon herself to become my new support worker when I had a chat with her when she was showing me a property one day. From the second she took over she didn't stop getting me the support I really needed and in no time at all I viewed a property in Mutley and she got all the necessary work done to enable me to move into there ASAP. She came and checked on me when I was there and messaged me daily to check up on me which was really nice of her. Unfortunately I snapped my ankle and ligaments playing football on Monday and have had a cast put on until I have surgery on Monday. I explained to Rachel and within 24 hours she had arranged for me to be moved temporarily to a new property on the ground floor with an en suite as I am bed bound and couldn't climb up and down the 3 flights of stairs I was in. She also went and picked up my prescription from the chemist for my pain killers. Also she arranged for all my belongings to be taken to my new place here and transport for myself. She met me at the new property and made my bed for me as I was struggling. I honestly don't know what I would have done without her she is an absolute angel! Just wanted to inform you so she can get recognition for her hard work and big heart! Sorry for the essay just wanted to show my huge amount of appreciation for her going above and beyond her job to help me. I am bed bound sadly but thanks to Rach my mental health is improving which is brilliant for me! Thanks for your time and hope Rach gets to see this so she can acknowledge how thankful and grateful I am for all her help.

Thanks again