



Plymouth Alliance for Complex Needs

Best for people using services

June 2022

Useful contact details:

PCC Retained Client Function Alliance Advice line 01752 304401 Mon – Th 9-5pm Fri 9 - 4:30pm

Out of Hours – 01752 668000 Community Connections – 01752 398500

Changing Futures

Hello, my name is Mathew Cunningham and at the beginning of May I started in a new role as the Plymouth Changing Futures Programme Lead.



I know there have been a few updates around the programme in previous newsletters, but now that I'm in post I'm really keen to make sure this becomes a regular slot. I want to do all that I can to help keep colleagues across the Alliance informed and up to date about Changing Futures. So please do come back here if you want to know more about:

- What the Changing Futures programme is all about, including the highlights from what we've done, what we're doing and what we're planning to do next, both locally and nationally
 - How that doing involves supporting a massive contribution from a wide range of people and partner organisations, all collaborating and co-producing together - so I hope you'll get to hear directly from other people too...and
 - How we are doing everything we can to support building our capacity and capability as a City so that we can continue to place co-production and being trauma informed at the heart of everything we do.
- But for now, I thought I'd be a little self-indulgent and say something about myself.

I've lived in Plymouth all my life. I'm married and have three, school-aged daughters. As a season ticket holder, I go to every Argyle game I can and I try my best to enjoy all the delights of the City and its surrounding areas. Basically, I love Plymouth! I'm therefore absolutely delighted that after spending 20 odd years working in national roles for Shelter - which meant I used to spend a lot of time away from Plymouth (I definitely won't be missing the Monday morning 05:53 to London Paddington) - that I have this fantastic opportunity to get better connected to what's going on in the City and to have the chance to play a part in some of the great - and ground-breaking - initiatives and work that's happening here.

At the moment, I'm trying my best to meet with as many people as I can who are involved or are interested in what Changing Futures is all about. Each conversation usually means I find out there's someone else that I should be picking up with, or another team, group, organisation or network I should be making a connection with. There's a lot going on!

I'm always keen to listen and learn and keen to hear about what's going on and how links can be made. That means I'm keen to hear from you too - so if you want to pick up, help me make a connection to the work you're doing, or help me find out more about what's going on in Plymouth, or you just want to chat all things Argyle - then please just get in touch...matthew.cunningham@plymouth.gov.uk

If you would like to contribute any articles to future newsletters or promote events, please email Sharon Tucker at sharontucker1@nhs.net

June Bank holidays and Awareness Days:

Spring bank holiday - Thursday 2nd June and **Platinum Jubilee bank holiday** - Friday 3rd June

Carers week 6th – 12th June details about the campaign [here](#)

Loneliness awareness week 13th – 17th June. The Marmalade Trust have details about the campaign [here](#)

Men's Health week 13th – 19th June. Details from the Men's Health Forum [here](#)

Refugee week 20th – 26th June The theme for this year is 'Healing' – further details [here](#)

Learning Disability week 20th – 26th June. The theme for 2022 is 'Living Life with a Learning Disability'. Visit the Mencap website [here](#)

June Bank holiday arrangements across Alliance services

Livewest – open as usual, reduced staffing	Hamoaze - closed
Community Connections – closed. Please call Out of Hours on 01752 668000	BCHA – PTA closed but other services open with reduced staffing
Shekinah – open 8 until 12 on 2 nd and 3 rd	The Zone - closed
Harbour - closed	Young Devon - (01752) 691511
Salvation Army - open	Livewell CNT – closed. Please call First Response on 0800 923 9323
PATH - closed	

Alliance subgroups – recent updates

Treatment - Both Dr Waters and Adrian Edwards have been involved with ongoing discussion with UHP re an inpatient medically managed detox bed. There have also been meetings around alcohol management set up at Harbour.

Gary Wallace (Public Health) has been working on a strategy for the new Universal drugs money.

Work is also in progress to create a universal trauma sensitive care plan {currently consulting with those engaged in services} and to be held on MANTA.

Comms - The Comms Group reiterated its commitment to Big Buzz and made a decision to ask that attendees end the session with links to follow up for shadowing and / or otherwise directly building links between services. Plus, as more people are back in offices, we are encouraging services to arrange visits to each other, including to talk at each others' team meetings. We've also invited the Changing Futures Programme Manager to have a regular slot in this newsletter.

Workforce Development - The subgroup has now ceased as it has been decided to merge the Alliance WFD meetings into the Changing Futures WFD meetings. It was clear to many of us that we were having parallel conversations and felt that it would be beneficial to ensure it becomes part of a citywide conversation rather than just the Alliance. Rest assured we will keep a watching brief to ensure that any WFD issues specific to the Alliance will see be highlighted at ALT meetings.

Please see the update from Matt Cunningham about the Changing Futures programme.

Accommodation – We are pleased to be working with Westward who have converted the 2nd floor of Stanley House. They are subcontracted to support homeless families – parents with one child under 3. The new units will help us provide safe and friendly short-term accommodations to families who are at risk of homelessness, whilst also offering a range of support including help to find permanent accommodation. One of our previous residents at Stanley House said: "You don't feel alone here. It's like a temporary family."

What do we call clients? Or service users? Or...

We all know that language matters, and when we were setting up The Alliance, we had discussions about how we should refer to people using services. There are pros and cons of various terms but, to cut a long story short, we realised that we had answered our own question: 'people using services' seemed the best, most respectful and most accurate wording.

So that's the term we encourage people to use, whilst acknowledging that there will still rightly be some variation, whether it is health services using the term patient or housing referring to people as tenants or residents, because that more specifically describes the relationship.

Otherwise, though, we favour 'people using services', but we won't fall out about it.

Comms Subgroup

Hamoaze timetable of events

	Hamoaze
Monday	10:30 – 12 Questions Open Group 12:30 – 2pm Krafty Klub 2 – 3:30 Care Plan Group
Tuesday	10:30 – 12 Single gender group 12:30 - 2 Football club 2 – 3 Yoga with Jason
Wednesday	10:30 – 12 Addiction workshop 12:30 – 2 Belinda Art group 2 – 3:30 Debating group
Thursday	10:30 – 12 Open Group 12:30 – 2 Self-Discovery Group
Friday	10:30 – 12 Positive thinking group 10:30 – 11 Mindfulness Yoga 12:00 – 1 Alcoholics Anonymous 12:30 – 2 Football club 1 – 3 Affected others
Saturday	For all groups you can book in online Contact office@hamoazehouse.org.uk or call 566100
Sunday	We also offer various use of the Gym and other types of training like Circuits, boxing, trampolining, which can be organised via phone call or email, this can be 1 to 1 sessions or group sessions, single gender sessions are also available. In the holidays we offer Fit and Fed. We have a Garden Project which runs Monday – Wednesday for all those interested in gardening or would like to learn.

Pause Plymouth practice is looking to recruit a full-time practitioner to join the team based at Trevi's Sunflower Women's Centre, as soon as possible. This is a fantastic opportunity to work with vulnerable women to help them 'pause', take control over their lives, and break a destructive cycle of repeated pregnancies that result in children needing to be removed into care. The closing date is 9am Mon 6 June and interviews will take place on 21 & 22 June. Visit Trevi's website: [Jobs - Trevi](#)

Alliance and Partner training opportunities

Tenancy Training dates available:

Weds 29th June 10.30-12.30 Monday 25th July- 1.30-3.30pm and Wednesday 31st August 10.30-12.30pm.



This is an excellent way to arm Plymouth's workforce with the knowledge needed to help people with housing issues. In these sessions we will cover:

- Finding accommodation
- Securing accommodation
- Legal requirements of landlords
- Legal obligations of tenants
- Different types of eviction notices
- Tips and tricks for avoiding damp
- Finding furnishings and other local resources.

To book please email Alexandra.burgess@pathdevon.org

Upcoming training

Thank you to the staff who took time to meet with me for some training evaluations across the Alliance. After speaking to you the feedback is that you would value some further training in specific areas, and we hope to be able to update you all shortly about some training in the following:

- Understanding personality disorder diagnoses through the lens of trauma
- Visual representation of drugs and their effects (to be offered by Harbour)
- Counselling skills

As part of the Changing Futures work, I have also been compiling a Learning resource library which we hope to include on the Alliance website along with training resources soon, as a central point for staff to access and see what is available.

Sharon Tucker – Alliance Administrator and Changing Futures WFD Co-ordinator



PLYMOUTH & DEVON

racial equality council



FREE ONLINE REFUGEE AWARENESS TRAINING

8th of June 11am-1pm or

22nd of June 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

Adult Safeguarding training

Dates become available regularly so please book via link: [Adult Safeguarding Events | Eventbrite](#)

For any queries, please email adultsafeguardingtraining@plymouth.gov.uk



The Plymouth Alliance

ALLIANCE INDUCTION

The next **Alliance Induction session** is on the **13th June** at 12 noon. Please encourage new staff to attend and book a place by contacting Ellie at ellie.jarvis@nhs.net

MANTA Update

Hello Everyone

A new free text field has been added to the Manta registration form and it is called 'Critical Information'

Manta Update: The purpose of this is to ensure that any information that is 'critical' for worker/managers to be aware of is clearly visible and documented on the system. This information will be displayed on the main persons console/record as a red alert.

Critical information should be recorded including the date and reviewed regularly and removed if no longer relevant.

Critical Information cannot be hearsay and covers events such as high risk, carries weapons, no lone working, not to be seen by female/male workers, not to be in the building or have appointments at the same time as another individual (use the persons id and not name please)

Any behaviour warnings or issues could also be recorded.

Please contact me or a member of the Manta Partnership Group if you wish to discuss this further.

Thank you

Kris and the Team

MANTA

This is the reoccurring link for the monthly Manta Training/Drop In Sessions. The training will take place the second Wednesday of every month at 2pm. When you have new staff join you, or a refresher is required this link can be used for them to access the training.

[Click here to join the meeting](#)

There are places left on the next employability course for women that the women who use our services could fill.

Gifted Women is a newly established Plymouth charity running employability programmes for women who have experienced multiple disadvantages. This innovative project combines a group work programme with work experience placements in local businesses, giving women the opportunity to rebuild their confidence and gain new skills in preparation for the workplace. To find out more or make a referral to Gifted Women, please email info@giftedwomen.co.uk

Ant Dwyer from the Community Team is running the marathon to fundraise for Harbour next month. Please see below the link to his Just Giving Page

<https://www.justgiving.com/fundraising/ant-dwyer>



[Ant's Plymouth Half Marathon page](#)

Help Ant Dwyer raise money to support Harbour Centre (Plymouth)
www.justgiving.com

Shekinah update

Following recent staffing changes, Nabs has now left Shekinah so all enquiries regarding Bath St should be made to Scott Fraser and all enquiries regarding 24/training should be made to Donna Dixon, contact details below.

Scott.fraser@shekinah.co.uk
Donna.dixon@shekinah.co.uk



Homes For Ukraine

Following the launch of the Homes for Ukraine scheme, thousands of people across the country have signed up to offer a room for those who are fleeing the war. Local authorities have been tasked with supporting this process. As a result, a new Ukraine Crisis Task Force has been set up by Plymouth City Council to ensure that the city-wide approach to accommodation, education, health, safeguarding and other services is aligned to support any arrivals.

<https://www.plymouth.gov.uk/newsroom/pressreleases/plymouthtaskforcebesethelpsupportukrainianrefugees>

Plymouth's scheme

Support for Ukrainians is primarily provided by START, which when people arrive, will:

- Provide them with their initial £200 payment, register them for Universal Credit etc
- Set up a bank account, arrange a free bus pass, explore health issues

Path supports hosts with advice re their role, linking them with other relevant local services, addressing issues as they arise:

ODILS (Open Doors) is providing employment support; and ESOL (English Language) classes.

PDREC (Plymouth & Devon Race Equality Council): Community development work with Ukrainian families

Plymouth Hope: Working with people in community to build links and confidence. Also working with ODILS to train volunteers to support Ukrainians. And out-of-school support.

Livewell Asylum Seeker and Refugee Mental Health Team: Health screening assessments for new arrivals

And:

Plymouth City Council: please see <https://www.plymouth.gov.uk/crisisukraine>

Mike Taylor, PATH



The Path Private Rented Access Service (PRAS) assists people with deposit guarantees and will apply for funds towards rent in advance to help people to access private rented accommodation. In December 2021 PRAS started to see some families directly to assist them with accessing private rented. These are families that have approached Plymouth City Council as homeless.

We talk to people about what they need to have in place before moving and help think about what they might need to consider. This includes looking at money and what level of rent might be affordable. Once someone has found a property, they want to move to we liaise with the landlord/agent to make sure everything is ready to go. Where it is appropriate, we ask for the landlord to be paid directly from Universal Credit.

Rent levels are quite high currently and there is a high demand for properties. We secured some funds from Barclays which has helped us to access properties through landlords and agents we may not have utilised previously. We have assisted 23 households using this fund so far.

A recent example was an individual who had fled domestic violence and was staying on mum's sofa. She had a young child with her. She moved in with a letting agency that would only accept a cash deposit and we assisted with that and the first month's rent in advance. It was affordable, close to her mum and she was very, very happy.

We also had some money from the Vulnerable Renters fund (which ended before April 2022). This we used to help people to be able to remain in their current accommodation where the landlord/agent would have otherwise evicted them. We assisted 12 households to remain in their property and 2 to access new accommodation using this fund.

Thanks to all our team who have taken on this work. It has been rewarding to work closer with families and interesting to learn more about the different income and benefits that families are entitled to.

If you would like to know more about the service, please contact David.Ringwood@pathdevon.org