



Plymouth Alliance for Complex Needs

Best for people using services

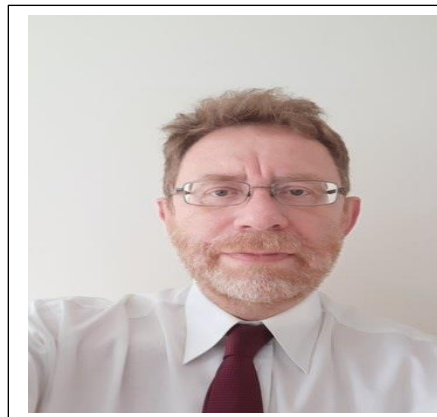
October 2021

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

Welcome to our new Alliance Programme Manager

Jon Farr has recently been appointed as the new Programme Manager for the Alliance. He is impressed by the work he has seen so far and is really looking forward to meeting members of the Alliance team and learning more about what they do.



"I have really appreciated the warm welcome I have been given in my first days. My background is building partnerships between organisations, managing programmes and helping organisations to improve how they work. I realise that there are many experienced and dedicated staff who are working to make the Alliance a success. There are some challenges, but also some real opportunities to make things better for the people and communities we serve, as well as those who work in the team.

I am sure it will take me a little while to get to grips with the wide range of activities and initiatives you are involved with, so please be patient if I don't get to meet everyone and talk to you about what you do."

October Awareness Days

October is black history month. One of our trusted partners is promoting a series of events to celebrate this. Please find details below and please participate and circulate to your contacts.

Please find the link below:

<https://blackhistorymonthplymouth2021.carrd.co/>

FACEBOOK LINKS:

STORYTELLING: <https://fb.me/e/13eDwwEbM>

GAMES NIGHT: <https://fb.me/e/3WQsAxeNS>

18th – 24th October is Get Online week

2021 – it is a celebration of digital inclusion that inspires people to do more online and helps them learn how. Visit via the link to view the campaign by the Good Things Foundation [Get Online Week](#)

For clients there is an article in the guardian about access to free broadband:

<https://www.theguardian.com/society/2021/sep/27/uk-jobseekers-are-offered-six-months-of-free-broadband>

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.

Motivational Interviewing and Enhancing Change: 28th/29th October or 4th/5th November available

Please email sharontucker1@nhs.net to book your place - **MORE DATES WILL BE SENT OUT Week beginning 4th October**

Evaluation forms are currently being sent to staff 3 months after they attended their training session. Please can you complete these and return to Sharon Tucker as we are keen to measure the effectiveness of the training and the knowledge you gained.

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: **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.

October. Thursday 28th 1.30pm-3.30pm

November. Tuesday 16th 10.30am-12.30pm

December Thursday 9th 1.30pm-3.30pm



PLYMOUTH & DEVON

racialequalitycouncil



FREE ONLINE REFUGEE AWARENESS TRAINING

The 12th of October

11am-1 pm or

The 19th of October

11am-1pm

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

MANTA UPDATE

For many years (going back to at least 2006), we have had discussions in Plymouth about services using a shared database. The benefits in terms of communication, avoiding repetition and duplication, are obvious. But we accepted several years ago that it wouldn't happen, at least not as a case management system (CMS). That's partly as we all have our own, meeting our own needs for recording and reporting, and also related to challenges with data processing and sharing.

But the idea didn't die and commissioners put in the Alliance tender that we must have something, so we looked at options and alternatives, focussing on the idea that a database doesn't have to be a CMS, with all daily activity noted; it can be something additional where we all store only the most relevant information about a person, things that others working with them would really need to see. We would look to have a system that all staff use to record and check about people using our services, seeing contact details and summary information on them and names of anyone they're working with.

There's more to Manta than that but it formed the basis of us putting out a tender and then working with Footworks to develop it, aiming for something that staff members don't have to spend hours putting information on (using a simple registration form and uploading existing, key docs) but which would give people working with a shared client vital information and enabling them to link up more effectively with other services. It would also help with us understanding how many people we all work with in total and provide some useful summary reporting data.

But mainly it's about communication and sharing information, about joining up and being better connected. That's what we hope people will feel.

Mike Taylor - PATH

You may see emails about Manta training and more from **Kris Rocks of Harbour**. She is the Alliance's lead on Manta and the person without whom it wouldn't exist. We're very grateful to her.

Landlord Surveys results summary 2021

This survey was carried out from June to September 2021 by Plymouth Renting Support Service (PATH).

This survey was done to get thoughts, opinions and ideas from private landlords and agents. It is to help us gather information to see how we are doing and how we can try to improve our service to landlords. We included questions about the effect of coronavirus on landlords and also how things are going with tenants claiming universal credit.

Summary points

- Positive feedback about service: PATH staff have been available and helpful where clients have moved in with a Deposit Guarantee.
- To improve service we need to be honest about a potential tenant's issues before they move in.
- Landlords value tenants saving towards deposits so we need to keep encouraging people to save.
- The most important thing to landlords is receiving direct payments from Universal Credit. So this is the most important thing for us to make sure we can assist with.
- Landlords value support for tenants especially when there are issues after someone has moved in.

Other interesting points/ideas

- Involve landlords in support such as multiagency meetings
- The UC landlord line has been unavailable since start of covid-19
- UC inform landlords when direct payments stop or change. Use a reference and discuss things with landlord

David Ringwood - Path/Sept2021

Partner vacancies



Programme Manager - V07513

The unique reference for this advertisement campaign is **V07513**, please quote this on all correspondence or if you have any questions regarding this campaign.

Here is the Bitly link to the live campaign (please copy & paste the link into your web browser): <https://bit.ly/3i4ZzmO>

The application closes at midnight on: **Sunday 17th October 2021**,

Peer Supervision update

13 members of staff recently attended training in delivering group supervision, and we have met to formulate exactly what this Peer Support mechanism will look like. This would be facilitated groups that Alliance staff members can attend where you can access peer support around our work, its impact on us, and learn from each other in a safe and supportive environment.

Our work is difficult and challenging, and we are passionate and driven people who want the best for such a stigmatised and marginalised group within our community. Our work can be extraordinarily rewarding, but can also be stressful, and impact on us in many ways. Peer Support is an excellent way to make connections, learn, and pass on wisdom to each other.

We will advertise these groups in the very near future once we have developed the correct structure that makes them as safe and welcoming for people as we can. If anyone has any questions, do please email me amaguire@nhs.net



Young Persons Access to Accommodation Service (YPAAS) Goes Live!

The YPAAS Pilot went live on 7th September and is a new integrated service for young people with a core focus on the prevention of homelessness for 16-24 year olds. The purpose is to ensure that the city has an holistic approach to the young person's needs to support their wellbeing and maintain safe accommodation and/or be supported to access safe accommodation. This is the result of a significant piece of work in partnership with the Alliance, Local Authority statutory services alongside a variety of young person facing partners. This is a work in progress and there are many complex caveats to this service being reviewed and adjusted prior to a wider launch in the near future. The motivation and commitment from all partners has been admirable and we believe will provide a significantly different experience for potentially homeless young people in the city.

Regards

Sean Mitchell – Operations Manager (Youth Enquiry Service Plymouth LTD)

The Zone