



# Plymouth Alliance for Complex Needs

Best for people using services

December 2020

## Useful Contact Details:

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

**Out of Hours 01752 668000 Community Connections 01752 398500**

### *Goodbye to Christine Little*

Many of you will know that at the end of this month, Christine leaves her position as Alliance Manager. On behalf of the Alliance, I am sure that we would all want to thank her for all she has done and wish her well in her future role at Derriford. Christine has been instrumental in helping the Alliance shape and develop and without her drive, passion, and a good dollop of nagging, I do not believe we would have come as far as we have. In any Alliance you need someone who can pull things together, challenge others when needed, but also fight for what is right for people using services, Christine ticked all these boxes.

Whilst moving to Derriford, Christine has said that she hopes to keep in contact with us all and I know she wants to see the Alliance go from strength to strength. So, on behalf of us all, thank you Christine for all you have done and good luck in your new role

***John Hamblin***

## Emotional Regulation workshops

The workshops proved to be very popular and staff who took part have feedback how helpful they were. I have arranged with David Jenkins for additional dates on 26<sup>th</sup> and 27<sup>th</sup> January (10 -12 am). Please email me on [sharontucker1@nhs.net](mailto:sharontucker1@nhs.net) if you would like to book a place (there will be 15 spaces on each day) All training will be via Zoom.

### *Overview:*

*At some point in everyone's life, emotions can very quickly escalate, and this is particularly true during times of crisis.*

*This workshop explores how our emotions can be shaped, how they provide valuable insight and how when regulated, emotions can sharpen our focus and practice. Emotional regulation is a skill, and like any skill it can be learned and improved with practice.*

*Additionally, regulating emotions through problem solving, asserting oneself, reappraisal of the situation, and so on, makes those emotions much less likely to escalate and lead to unhelpful thinking patterns.*

## **Alliance Mandatory training**

Reminder: please ensure you attend the training on the day you are booked. If you are unable to make the training please let your manager know and if possible swap with a colleague to ensure a space isn't wasted. If you have any queries please email Sharon Tucker

There are still spaces left on the following course:

- **Motivational Interviewing and Enhancing Change. Two Day Course**

Further dates will be added and emailed to managers.

## **Trauma Informed training**

Vicky Brooks is able to offer Trauma Informed training to Alliance staff on alternate Fridays' starting from February 5th. The sessions will be for a maximum of 15 staff and delivered virtually. Please see info below and attached from Vicky.

*To address the huge demand for the Trauma Informed Practice Training that is being offered by the Plymouth Safeguarding Children's Partnership (PSCP), we are excited to be able to offer additional sessions to members of the Alliance from February 2021.*

*The training is exactly the same as that delivered via PSCP and is a certificated L3 Safeguarding course.*

*From an Alliance perspective, this is essential training to enable us as a city - and as an alliance of passionate, committed workers - to develop a shared understanding and language around trauma informed practice. The vision is for staff across the city to experience this training.*

*This is an introductory level workshop aimed at raising awareness of key concepts and how trauma informed practice is being developed at a local level. We recognise that many staff working with people who have experienced trauma will require enhanced training. We will be looking for feedback from managers and attendees about levels of need. This course will be a pre-requisite for further trauma training.*

*The workshop will take place virtually. Webinars will be from 10:00 -12:30 alternate Fridays from 5th February 2021. The webinar will be supported by pre-course reading and an essential pre-course webcast to watch.*

*To be offered a place, please follow your agencies procedures for requesting training and express your interest to Sharon Tucker.*

*Please do not double-book if you have already been allocated a place by PSCP. Any questions, please feel free to get in touch. Hope to see you on the webinar soon.*

*With warmest wishes*

*Vicky  
Substance Misuse Specialist*



## Hamoaze Royal visit

At the beginning of November Hamoaze had a virtual visit from the HRHs of Wessex, Sophie and Edward. They were very lovely and really interested in the amazing work that has gone on in the city during Covid, particularly around the provision for homeless people and also the zoom sessions that we have been running. They showed a special interest in how clients who have never been to our actual building were able to engage with the service virtually and managed to do well in spite of all the difficulties. They spoke with the staff but more importantly spoke to some of our lovely clients, we were not allowed to tell the clients of the visit beforehand so they only had 20 mins notice and represented themselves and Hamoaze amazingly well. They showed a genuine interest in what is being done in the city and have promised to come back in person when things are safer.

### Hamoaze opening update:

We are running face to face sessions Mondays and Fridays, we continue the zoom sessions Tuesday, Wednesday and Thursdays. We have recently opened the gym again and we have yoga on a Wednesday afternoon. All of the face to face sessions have to be booked in due to Covid but there are spaces available if you have any one who would like to attend. Our gardening groups are running Mon to Thurs and have been ideal for those that don't want to take part in groups but want to be involved in something and stay busy , its been great from a covid point of view as it is outside.

The affected others group has been running very successfully and there is such high demand that we are now offering two groups , one on a Thurs afternoon and the other on a Friday evening , again all booked in sessions but if you have anyone that would like some support please just get in touch. Hamoaze are also able to provide food parcels if anyone needs supplies we are more than happy to help, just call Claire.

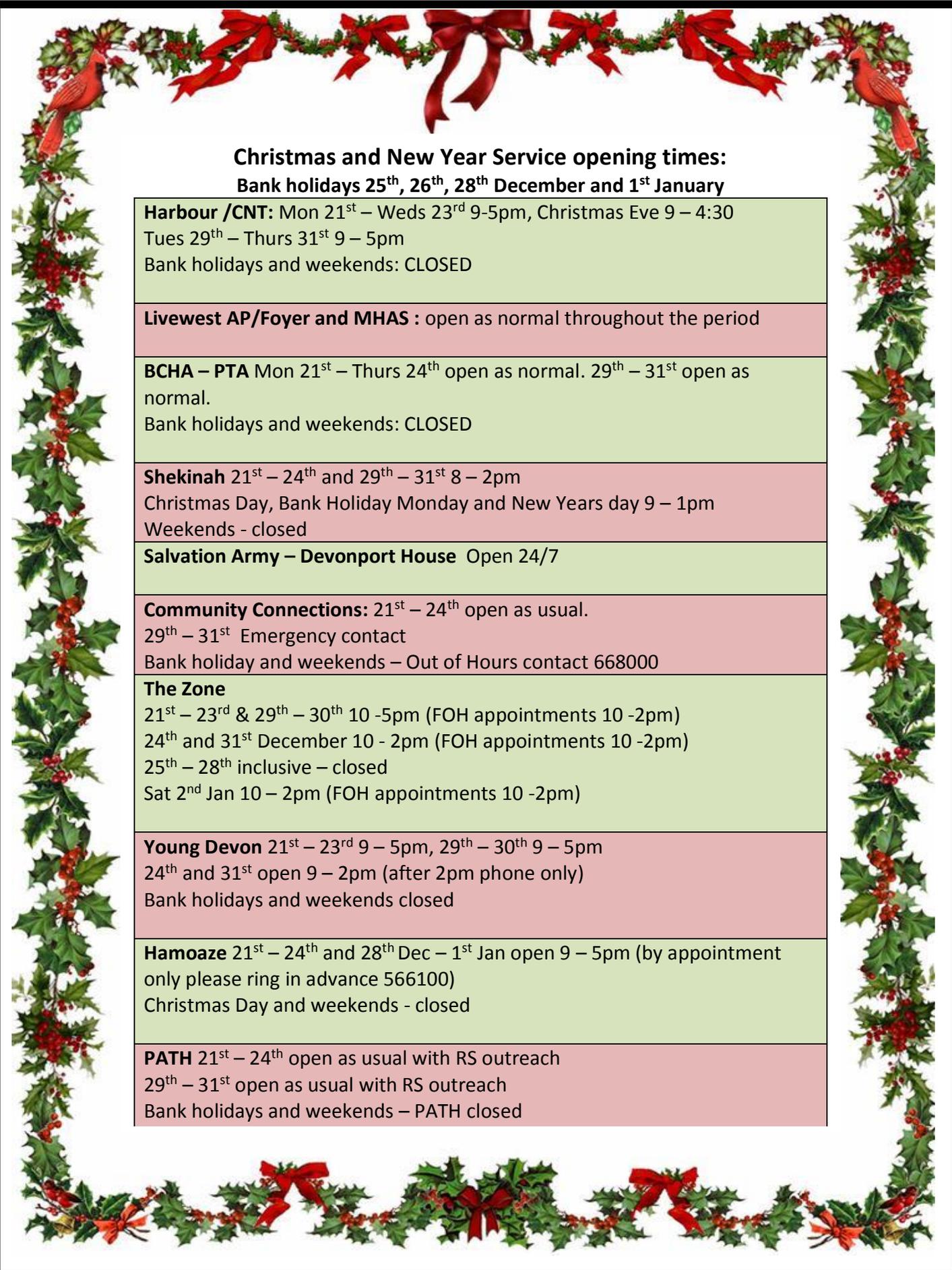
***Claire O'Gorman***

***Hamoaze – 01752 566100***



### ***'The Homeless Shoebox appeal'***

A big thanks to Naomi Leaves for co-ordinating and ensuring most of our clients across the Alliance in temp accommodation are given a shoebox this year.



**Christmas and New Year Service opening times:  
Bank holidays 25<sup>th</sup>, 26<sup>th</sup>, 28<sup>th</sup> December and 1<sup>st</sup> January**

**Harbour /CNT:** Mon 21<sup>st</sup> – Weds 23<sup>rd</sup> 9-5pm, Christmas Eve 9 – 4:30  
Tues 29<sup>th</sup> – Thurs 31<sup>st</sup> 9 – 5pm  
Bank holidays and weekends: CLOSED

**Livewest AP/Foyer and MHAS :** open as normal throughout the period

**BCHA – PTA** Mon 21<sup>st</sup> – Thurs 24<sup>th</sup> open as normal. 29<sup>th</sup> – 31<sup>st</sup> open as normal.  
Bank holidays and weekends: CLOSED

**Shekinah** 21<sup>st</sup> – 24<sup>th</sup> and 29<sup>th</sup> – 31<sup>st</sup> 8 – 2pm  
Christmas Day, Bank Holiday Monday and New Years day 9 – 1pm  
Weekends - closed

**Salvation Army – Devonport House** Open 24/7

**Community Connections:** 21<sup>st</sup> – 24<sup>th</sup> open as usual.  
29<sup>th</sup> – 31<sup>st</sup> Emergency contact  
Bank holiday and weekends – Out of Hours contact 668000

**The Zone**  
21<sup>st</sup> – 23<sup>rd</sup> & 29<sup>th</sup> – 30<sup>th</sup> 10 -5pm (FOH appointments 10 -2pm)  
24<sup>th</sup> and 31<sup>st</sup> December 10 - 2pm (FOH appointments 10 -2pm)  
25<sup>th</sup> – 28<sup>th</sup> inclusive – closed  
Sat 2<sup>nd</sup> Jan 10 – 2pm (FOH appointments 10 -2pm)

**Young Devon** 21<sup>st</sup> – 23<sup>rd</sup> 9 – 5pm, 29<sup>th</sup> – 30<sup>th</sup> 9 – 5pm  
24<sup>th</sup> and 31<sup>st</sup> open 9 – 2pm (after 2pm phone only)  
Bank holidays and weekends closed

**Hamoaze** 21<sup>st</sup> – 24<sup>th</sup> and 28<sup>th</sup> Dec – 1<sup>st</sup> Jan open 9 – 5pm (by appointment only please ring in advance 566100)  
Christmas Day and weekends - closed

**PATH** 21<sup>st</sup> – 24<sup>th</sup> open as usual with RS outreach  
29<sup>th</sup> – 31<sup>st</sup> open as usual with RS outreach  
Bank holidays and weekends – PATH closed



**Christmas message from the Alliance Leadership Team**  
The Alliance Leadership Team (made up of senior members from every Alliance member) wants to acknowledge and thank staff in all member organisations and sub-contractors, whether in Alliance-funded roles or not, for their dedication and hard work again this year. There have been some big challenges but people have been flexible and dedicated as we've worked through this difficult period together and done so with some positive developments and real successes.  
So, thank you all. We hope that you have a great end-of-year and a healthy and happy start to 2021.



## Shekinah Christmas Campaign

This year Shekinah are promoting their Christmas Menu for Change – please visit [www.shekinah.co.uk](http://www.shekinah.co.uk) for more info

### **For our clients**

#### **Starter (£10.00) Ongoing support**

Many people who access our services have serious health issues. People who use our services will have access to medical health professionals this Christmas. GP, Blood Borne Virus Nurse, Practice Nurse, Chiroprapist and access to Dental Care. On-site drug & alcohol counselling services, Mentoring and Coaching, practical health advice on nutrition and budgeting.

#### **Main Course (£20) Life off the streets**

Support from Shekinah staff to help someone who is homeless and help to get them into temporary accommodation.

#### **Dessert (£10) New Skills**

Shekinah Training provides a range of opportunities for people to develop new skills. We run courses, workshops, taster sessions and a drop-in where individuals can meet our Training Team to help prepare them for a positive start to the new year.

### **HOPE**

Even one visit to Shekinah can positively impact on a person and give them confidence and encouragement to make life-changing decisions with the wrap-around support to succeed. Knowing that there is someone there to support and offer assistance when you really need it the most makes the biggest difference.



### **Everyone deserves a home of their own.**

Our Housing First team in Torbay supports people back into accommodation and offers 24/7 support so people get the support when they need it. Please read how this has helped Rik who is now in a home of his own.

Rik has gone from strength to strength with Housing First support settling into his home very well. Rik says "Bills are still a problem but having my own door makes me feel safe and I can choose who can come into my home." Rik has been supported with budgeting and how to manage his home.

Rik says "Housing First has helped me gain my own independence tenfold" and he is looking to the future and his life within his forever home with the continued support of the Housing First team.

**Please help someone leave homelessness behind for good.**

[www.shekinah.co.uk](http://www.shekinah.co.uk)

**Registered Charity number 1097409**

## Good news -Rough Sleepers

Rough Sleeper numbers are down and the Outreach team is seeing on average 4 – 5 people out per day. 47 evidenced in November – 14 only seen once, 24 accommodated and 9 no outcome 4 out of 9 seen on last day of the month)

Of the 24 accommodated 14 were new to rough sleeping and 10 were known to us. There has been an increase in people new to rough sleeping.

The high numbers accommodated are a reflection of our relationships, creative working and risk taking, Having compared with similar areas Plymouth is coping very well and we have winter provision which will help.

### Case study

We have worked with one client who has been able with support to:

- Become stable on a methadone script and engage with drug and alcohol services, giving clean screens.
- He now has benefits in place and is saving for his pending move (private rented room in shared house)
- He is fully engaged with meaningful activities and has a good daily routine.
- He has not reoffended and has almost completed his curfew restrictions
- He has signed up to a course with DWP with a view to upskilling/retraining to return to employment

*Tara Wilkinson - PATH*

## And finally..... WISHING YOU A VERY HAPPY CHRISTMAS, AND A HEALTHY 2021!

What a year 2020 has been for everyone, with COVID adding to the already challenging roles you face each day, but face them you have!

As I get set to leave the Alliance, I am reflecting on what has been achieved since we began in April 2019, and whilst hindsight is a wonderful thing, and I would have chosen to do many things differently, there have been many many successes achieved by you all working together, appropriately challenging historic arrangements, and above all, being kind to both the people you work with and the people you work for.

The 'no fault, no blame' culture of the Alliance has allowed you all to really pull together and take action and reflect on what works well and what doesn't, with changes being made as a result. Reducing B&B Numbers in 2019/20 was a fantastic achievement, and the on-going development and review of the A2A process has been an immense effort with some really positive outcomes for individuals.

The collective response to COVID, getting everyone off the streets, and meeting their needs was absolutely superb. The additional accommodation brought on line, testing, prescription deliveries, reduction in supervised consumption, food deliveries, working together across organisations all put Plymouth in a much better position than had individuals organisations worked alone.

Changes made more recently have shown just how positive working differently can be, with Shekinah and PATH Outreach team, having placed 24 people into accommodation in November alone. Not forgetting the great support and input from the Soup Run too.

I know I have learned a great deal during my time with the Alliance, and thank you all for sharing your knowledge and responding to my often random requests! I will miss you, but will keep in touch via my role as Trustee with Shekinah.

You have much to be proud of, and perhaps one of the things I take away is the need to celebrate, in a big way, all of those small steps and what may seem like little successes, but collectively make a huge difference. So in 2021 I look forward to hearing about all the changes and the difference you are making to the lives of some of the most vulnerable in our City. I could go on, and on, as I'm sure you know I often do, but from me and the Alliance Leadership Team, a big THANK YOU! Wishing you all a very Merry Christmas and a Healthy 2021.

Christine Little