



# Plymouth Alliance for Complex Needs

Best for people using services

November 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**

## Weekend Provision – volunteers needed

With winter approaching we have been trying to increase the weekend provision for people who are currently street homeless or in the night shelter. The quiet hours of the night can be long and miserable, few can appreciate just how long a weekend can be with services shut and little offered by way of access and support to the rough sleeping community at the weekend.

Meetings have been taking place in the background and it has been agreed that Shekinah can re-open on a Saturday morning, we will be going live on the 6th of November between the hours of 9am and 12 noon, the success of this will be dependent on support.

An opportunity has arisen for staff to volunteer between 9am and 12 to help support the city's rough sleepers. The cold and wet weather doesn't respect that people need to charge their phones, get a hot cuppa or change a wet sleeping bag and clothes. Or, even just a smile and friendly chat to break up the long weekend.

We are ideally looking for one professional at a minimum, to support by way of sign posting to other services and having an overview. This could be a social worker, mental health practitioner or drugs and alcohol worker. It could be that you could maybe take the time back in toil or negotiate something with your manager.

It would be fabulous to have a collective and multi-disciplinary response. Potentially if things work as out as we hope, it could mean supporting once every 6 weeks.

Many thanks

***Lydia Libby (PCC Safeguarding) / Martyn Bellshaw (Salvation Army)***

**Anyone interested please email Sharon – [sharontucker1@nhs.net](mailto:sharontucker1@nhs.net) or Hilary Knight at [hilaryknight101@hotmail.com](mailto:hilaryknight101@hotmail.com)**

## Updated information for Citizens Advice Plymouth's Food Support Advice Service.

This link to their new & simple to use online referral form **[Community Advice Projects referral form \(office.com\)](#)** which any frontline worker or volunteer can use to refer someone for support with where to access food aid. Please also note the new dedicated email address **[FoodSupportAdviceService@citizensadviceplymouth.org.uk](mailto:FoodSupportAdviceService@citizensadviceplymouth.org.uk)** ) if you have any specific questions for Ed Bextor and his colleagues that aren't covered within the referral form.

## Big Buzz Group Sessions

When we set up The Alliance, we held sessions to introduce staff to The Alliance as a concept and partnership and to each other. The sessions had 2 elements: an introduction to The Alliance; and then members of staff writing some bullet points on flipchart paper and talking to who else is present about their service(s).

The feedback we had was that both were useful. The Introduction to the Alliance is now covered as a separate session, on its own, and people are booking on to that successfully. What we now plan to do is run bi-monthly Big Buzz Group Sessions for staff to gather and talk about their services.

Details:

- Bi-monthly sessions from November
- Up to 2.5 hours long, ideally face to face
- Alliance Programme Manager and an ALT member to facilitate
- People work with colleagues from the same service / org to plan and deliver a brief talk on their service(s)
- The talks are live, fluid and interactive; i.e. people ask questions, make links and look at how they can link and work better together
- We ask people to particularly take into account changes from lockdown, any learning, differences etc to share with people
- We also aim to cover appreciative enquiry, sharing learning as we go and promoting participation

*Mike Taylor – PATH*

The first session will be at Hamoaze on Friday 3rd December at 10 – approx. 12:30 – please contact your manager if you would like to attend

## November Awareness Days

### November 2021



Movember raises awareness and funds to address a variety of men's health issues throughout the month. To find out more, or to get involved, please click the link below:

[\*\*Movember - About Us\*\*](#)

### **November 2 - November 5 International Stress Awareness week**

This week was started in 2018 to raise awareness of stress prevention. Please click the link below for guidance on stress management, mental health and employee wellbeing

[\*\*International Stress Awareness Week | ISMA Stress Management Association\*\*](#)

### Shekinah Groups

Tuesday - Mindful Art Club 11 - 12.30pm, Bath St.

Tuesday - AA presentation 10 - 12, Bath St

Wednesday - DAA meeting 6.30 - 8pm, 24 Stonehouse St

Wednesday - NA meeting 7 - 9pm, Bath St.

Thursday - Evening, Sex Workers Drop in, 24 Stonehouse St

Thursday - NA meeting 6.30 - 8.30pm, 24 Stonehouse St

Thursday - Evening, Soup run Bath St.

Friday - DAA meeting 6 - 8pm, Bath St.

Saturday - CA meeting 9.30 - 11.30am Bath St.

Saturday - DAA meeting 6 - 8pm, Bath St.

Saturday - 8pm - 12midnight, Street Pastors, Bath St.

Sunday - 6.30pm - 12 midnight Soup run, Bath St.

# 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: 4<sup>th</sup>/5<sup>th</sup> November**

**Drugs, Addiction, Treatment and Recovery: 18th & 19th November or 29th & 30th November**

**Promoting Good Mental Health: 22nd November or 6th December**

Please email [sharontucker1@nhs.net](mailto:sharontucker1@nhs.net) to book your place

**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](mailto:David.Ringwood@pathdevon.org) to book a place.**

*November - Tuesday 16th 10.30am-12.30pm or December - Thursday 9th 1.30pm-3.30pm*



PLYMOUTH & DEVON

racialequalitycouncil



**FREE ONLINE**

### REFUGEE AWARENESS TRAINING

The 11th of November  
11am—1pm

or

The 18th of November  
11am—1pm

Book your place by sending an email to  
Lavinia Porfir at :

[l.porfir@plymouthrec.org](mailto:l.porfir@plymouthrec.org)

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

### Update from Jon Farr – Alliance Programme Manager

I am 5 weeks in to my role as Alliance manager, and getting out to see people, but I still have many to meet. Changing jobs can be a daunting experience and I have been surprised by the sheer range of activities “packed” into the Alliance.

The Leadership Team have spent time reviewing the impact of the shortage of housing on the city and spend on emergency accommodation. There is significantly increased demand nationally and it is challenging, but there are some positive initiatives and innovative working coming from it. This is important, but I am trying not to lose sight of the other Alliance services. I have been to see operations at PATH / The Zone / Harbour / BCHA / Salvation Army, but also trying to pack in more visits. I sat in on recent Tenancy Training from PATH and it was good to see teams sharing their knowledge and expertise with others.

As I talk with people repeat themes come up. The mandatory training delivered to date allowed people to see what others do, and how we fit in with their work. The contacts and understanding have sparked cross organisational working, allowing us to support the people who use our services better. We hope to enhance that by accessing shared information to avoid asking service users to keep retelling their story. The Manta system should help with that. IT projects are difficult and frustrating to manage, so it is good to see it making progress, with more training to come soon.

Another theme is communication, on what we are trying to do and what progress has been made. I have never worked in an organisation where communication is perfect, we all prefer to be informed in different ways. Covid stopped the Big Buzz sessions, which people have told me were helpful, and we plan to restart them in December. They sound like a good opportunity to talk and understand what we are trying to achieve, but also how to keep improving what we are doing. I am interested to see if new or different approaches can help to keep us all involved and informed and hear your views as I meet more of you.

**Jon**



We have changed our name (from Path Renting Support Service) to the Path Private Rented Access Service. We feel it better explains what the service does.

We are still doing the same thing though! We assist people to access private rented accommodation using either a deposit guarantee or a cash deposit and apply to get funds for rent in advance. When someone moves into a property we monitor the tenancy for up to 12 months. If they have a deposit guarantee, the tenant saves over the 12 months so they have their own cash deposit when our agreement expires.

We are keen to get referrals for people that are homeless, at risk of homelessness or moving on from temporary or supported housing and are wanting to rent. Once we receive the referral we will arrange an appointment to speak to the individual. Please contact any of us to discuss. We have a referral form we can send to be completed by a worker for someone. Please send all completed referrals to Shirley.

Shirley Johns [shirley.johns@pathdevon.org](mailto:shirley.johns@pathdevon.org) 01752 293730  
Dave Ringwood [David.Ringwood@pathdevon.org](mailto:David.Ringwood@pathdevon.org) 01752 749941  
Rachael Richardson [Rachael.richardson@pathdevon.org](mailto:Rachael.richardson@pathdevon.org) 01752 749940  
Laura Boyle [Laura.Boyle@pathdevon.org](mailto:Laura.Boyle@pathdevon.org) 01752 749929  
Grace Hamlett [Grace.Hamlett@pathdevon.org](mailto:Grace.Hamlett@pathdevon.org) 01752 749928  
Esther Jannetta (under 25s) [Esther.Jannetta@pathdevon.org](mailto:Esther.Jannetta@pathdevon.org) 01752 293721  
Kate Meyer-Currey (people on probation) [Kate.Meyer-Currey@pathdevon.org](mailto:Kate.Meyer-Currey@pathdevon.org) 01752 967108

**Dave Ringwood**  
**Private Rented Access Service Manager**  
**PRAS Tel: 01752 749941**



### Good News from BCHA



As an accommodation provider to people experiencing homelessness and living complex lives we can experience negative perceptions of what takes place at George House

Since the easing of COVID restrictions, we have been making steps to re-introduce some activities on site to provide some meaningful use of residents' time, with the aim to minimise people gathering on the streets.

#### **Pizza and Games Night**

A simple gesture of bringing some tables and chairs into the reception area along with the provision of pizzas and snacks saw a group of residents come together to enjoy an evening of games with the staff on shift. *Continued overleaf:*



### **Have your say over soup and a roll**

An opportunity for residents to chat with staff and each other over lunch putting forward their ideas for future activities at George House.

Instead of throwing out a box of sausages coming up to their use by date, staff and residents cooked them up and made hotdogs on a Sat night



**Feedback has been received from customers, staff, neighbours and the Police, complimenting the calm feel in and around the building since these introductions – long may it continue!!**



### **Good news from Harbour**

I'd like to take some time to tell you how we have redeveloped the Brief Intervention (BI) treatment pathway at Harbour. The World Health Organisation (WHO) tells us Brief Interventions are not intended to treat dependency but are evidenced based and effective treatments for problematic or risky substance use; the aim of the Brief Intervention is to motivate people to change risky behaviour. The Brief Intervention treatment pathway at Harbour is designed to help people understand their substance use is placing them at increased risk of physical and psychological health concerns and to encourage behaviour change. It might helpful to think of a Brief Intervention as early intervention for someone's substance use.

A couple of months ago now I wanted to see whether we could do anything about the massive drop off of people between initial assessment/triage and completing a set of three Brief Intervention group sessions. I found that people were having different experiences at initial assessment/triage - some were getting an intervention over the phone around reducing and safe use and some were not.

I decided to change the process so that each person who has an initial assessment/triage and is identified as having problematic or risky use of cannabis, cocaine or alcohol but no identified dependency would receive a substance specific Brief Intervention pack. The packs include a self-help guide on controlling and reducing their substance use, leaflets on healthy eating for change, problems sleeping, managing cravings, managing withdrawals (cannabis and alcohol), managing a comedown (cocaine); a two-week drug/alcohol diary and a sheet I put together identifying useful apps and online communities to aid with recovery.

In the pack I include a letter which explains what a Brief Intervention is and how it has been evidenced to work. I ask people to use the resources I have sent them to do some self-guided work around their substance use and I include a phone number they can call to leave a voicemail should they want to access the Brief Intervention group sessions. I run hybrid group so the person can choose whether they want to attend in person or virtually; for those who choose to, they can keep their camera turned off.

The first set of three sessions I facilitated with the new process was in October 2021, we had the same 7 people attend all three sessions. This shows that although we are not getting the numbers for group that we used to, we are getting the right people in the group as we are not seeing a big drop off. It also means that everyone with an identified treatment need is able to access the resources which are helpful in recovery. In the future I plan to evaluate the success of the Brief Intervention packs by contacting people who didn't contact us again to see how the experience was for them.

Thanks for reading

**Sean Gray, Substance Misuse Specialist /Naloxone Lead /Safer Injecting Service coordinator - Harbour**