



High-Flow Whole Person, Whole System

Implementation and Delivery Plan
May 2022

The purpose of this document

This document provides a comprehensive baseline of what will be achieved by the project, how it will be achieved, who will be responsible for each aspect of the project, how the project will be monitored and evaluated, agreed actions and how information will be communicated. The IDP will be used from the start of the project being awarded to assist in the mobilisation, decision making and continuous improvement process.

The intended audience of the Implementation and Delivery Plan is all partners, project stakeholders, SCAA group, senior leadership and the project management team.



Executive Summary

The high flow, whole person, whole system partnership is about putting people first; (service users, frontline teams and the wider community). To create a space where action learning and listening is encouraged and supported by all partners, a place to test new and innovative ways of working which puts people first.

High flow has 3 key focus areas which include:

- Delivery
- People
- Learning

The partnership will be focused across Northern Devon and Exeter, with the aim of sharing best practice across Devon.

Delivery: delivering support which is based around the whole person, rather than a presenting issue. Supporting our team to “do the right thing”.

People: we will encourage those with lived experience to be part of the project at all levels including the system change action alliance.

Learning: The partnership will engage with stakeholders and the wider community to upskill and improve knowledge of the impacts of trauma and a more empathetic approach to people with multiple needs to help understand and breakdown the barriers across agencies.

Partners of High Flow Whole Person, Whole System

- **Encompass Southwest** Claire Fisher
- **One Northern Devon** Andrea Beacham
- **One Towns** (Ilfracombe, Barnstaple, Braunton, South Molton & Torrington)
- **Co-Lab** Amanda Kilroy
- **Momentum** John Slater & Russell Dawson
- **MEAM** Amanda Sherriff

Additional SCAA Members

- **BE the Change** – Josh Stunnell
 - **Exeter City Council RS Team** – Rob Fenwick
 - **Drug & Alcohol Senior Commissioner** – Richard Merrifield
 - **Violence against Women and Girls Strategic Lead** – Liz Thompson & Nicola Gregg
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Project Aims

Delivery People experiencing multiple disadvantages will have improved wellbeing and opportunities by taking a whole person approach and not seeing just an issue, symptom or behavior, they will have improved choice and feel empowered to make their own decisions.

People Lived experience of services will be respected and valued and will ultimately support the wider SCAA group to bring lasting system improvements.

Learning The partnership, stakeholder and wider community will have improved knowledge of the impacts of trauma and a more empathetic approach to people with multiple needs and to understand and breakdown the barriers across agencies.

Outcomes:

Outcome 1 (Delivery)- Service users will have an improved sense of worth and will feel genuinely listened to and in control of their individual goals and aspirations.

Outcome 2 – (people) Lived experience of services will be respected and valued and will ultimately support the wider SCAA group to bring lasting system improvements

Outcome 3 – (Learning) Our community will have improved knowledge of multiple disadvantages and the effects of trauma on a person.

Outcome 1 (Delivery)- Service users will have an improved sense of worth and will feel genuinely listened to and in control of their individual goals and aspirations.

Output	Measures / Targets at project end	Impact	Evidence/Data Collection
<p>Tailored support and advice which is bespoke to the individual and families, support will be provided through face-to-face meetings, telephone calls and TAP meetings to those with multiple needs.</p>	<p>Year 1 – 95 beneficiaries Year 2 – 95 Beneficiaries</p> <p>We anticipate approximately 50 referrals in year 1 with 30 resulting in full casework and 20 signposted to other relevant services</p> <p>Year 1 - 30 service users will be supported to live their lives safely through intensive support and advice.</p> <p>A further 45 wider beneficiaries will be supported such as friends and family of the service user.</p> <p>Year 2 – 20 individuals will be supported to live their lives safely through intensive support and advice.</p> <p>A further 30 wider beneficiaries will be supported such as friends and family of the service user.</p>	<p>Individuals with multiple needs and their families will feel listened to and will have control over their recovery journey. They will have improved confidence to make positive decisions about their future.</p> <p>Individuals and families will have increased opportunity for meaningful activities.</p>	<p>Advice-pro data.</p> <ul style="list-style-type: none"> • Number of service users and wider beneficiaries • Level of need • Childhood Adverse Experiences • Number of TAP meetings <p>Client survey</p> <ul style="list-style-type: none"> • 80% of service users surveyed reporting an improvement in the level of support they receive. • 70% of service users reporting that they feel in control of their support and recovery journey • 60% of service users achieving their goals and outcomes which they set.

<p>Service users will each have Team Around the Person (TAP) meetings bespoke to their individual needs</p>	<p>90 TAP Meetings conducted in year 1 60 Tap Meetings conducted in year 2</p> <p>We will engage with over 40 different agencies both voluntary and statutory.</p>	<p>Service users will be fully involved and informed regarding their support and will have the opportunity to be part of the multi-agency meeting.</p>
<p>Community connectors will attend all of the Community around the Person (CAP) meetings to identify meaningful opportunities and buddy up service users with a “community mentor”.</p>	<p>80% of service users will work directly or indirectly with a community connector to access new opportunities.</p>	<p>Service users will have seamless access to new opportunities which will ultimately support their wellbeing and will divert them from negative to positive experiences.</p> <p>Individuals and Families realising their full potential and feeling their value and worth within the community.</p>
<p>Tailored asset-based assessment forms for people with multiple needs which will be introduced across all stakeholders.</p> <p>The development of a seamless referral pathway to relevant services to avoid re-traumatisation.</p>	<p>Year 1 – 50% of agencies working with people with multiple needs will use a new tailored assessment for service users across Northern Devon</p> <p>Year 2 -100% of agencies working with people with multiple needs will use a new tailored assessment for service users across Northern Devon</p> <p>Year 2 – identify where we could use a single assessment across agencies.</p>	<p>Service users will not have to tell their story to every agency; this will avoid re-traumatisation and report a seamless transition between services, rather than sitting on a waiting list or trying to fit their needs around the service.</p>

Outcome 2 – (people) Lived experience of services will be respected and valued and will ultimately support the wider SCAA group to bring lasting system improvements

Output	Measures / Targets at project end	Impact	Evidence/Data Collection
<p>Through regular engagement, service users will engage with the “peer mentor” to contribute to a broader system change.</p> <p>Deliver fortnightly male survivors of sexual abuse peer mentor groups</p>	<p>40% of service users will work with the peer mentor to support system change and to be part of the co-production and development of the project.</p> <p>Deliver monthly service user forums where service users are encouraged to be involved in the development of the project and wider system change.</p> <p>Male rough sleepers or males with multiple needs will have specialist support through Momentum.</p>	<p>The lived experience of services users will support, challenge and disrupt services to ensure that they are meeting the specific needs of individuals with multiple needs and a history of trauma.</p> <p>Strategic leaders will have access to blockages within the system and will be encouraged to report back on how they will resolve them.</p>	<p>Register of attendance at meetings.</p> <p>Stakeholder and strategic involvement.</p>
<p>Develop co-production resources that can be used across agencies to promote a more collaborative co-production network.</p>	<p>Year 1 – identify and map current resources and gaps. Work with MEAM to access existing resources so as not to duplicate.</p> <p>Promote the co-production network</p>	<p>The development of a set of coproduced resources which will aid agencies to work together to support a wider co-production network</p>	<p>Resources developed and implemented across the project area.</p> <p>No. of coproduction network meetings conducted</p>
<p>Staff report feeling supported to “do the right thing”.</p>	<p>Build on the existing Frontline practitioner networks to extend across the area.</p> <p>Develop a framework for “doing the right thing” with frontline staff, which organisations can initially implement across the TAP Meetings and extend in year 2.</p>	<p>Frontline practitioners will feel supported to do the right thing and report feeling more motivated and less burnt out.</p>	<p>Front line staff surveys.</p>

Outcome 3 – (Learning) Our community will have improved knowledge of multiple disadvantages and the effects of trauma on a person.

Output	Measures / Targets at project end	Impact	Evidence/Data Collection
Development of strong links in with the community connectors.	Set up monthly project meetings with the community connectors to help them better understand the needs of people with multiple disadvantage and trauma.	Community connectors will report an increase in their knowledge and understanding of people with multiple needs and how they can support them across their community members	No. of meetings held notes and actions from meetings.
Planned Trauma informed/Human Learning Systems training for stakeholders/frontline teams	<p>Year 1 – deliver 2x trauma informed training to 60 stakeholders</p> <p>Year 2 – deliver 2x human learning systems training to 60 stakeholders</p> <p>Year 1 Establish strong links into the newly formed trauma informed network for Devon.</p> <p>Reflective practice as part of the frontline practitioner group.</p>	<p>Frontline teams and stakeholders working with people affected by trauma will have a better understanding of behaviours, triggers and the need to introduce elastic tolerance across their services.</p> <p>Changes in the way services are performance-managed</p> <p>We are creating a collective responsibility for outcomes.</p>	<p>No. of training courses held</p> <p>No. of attendees.</p>

<p>Development of free trauma awareness days for the community groups and businesses</p>	<p>Year 1 - Deliver 3 trauma informed multi-agency training groups & awareness days for the wider community and businesses (90 participants) (2 in North Devon, 1 in Exeter)</p> <p>Momentum will be a key delivery partner for the awareness days.</p> <p>Year 2 – Deliver 4 trauma informed multi-agency training groups and awareness days for the wider community and businesses (120 participants) (2 in North Devon, 2 in Exeter)</p> <p>Linking in with golden key, Bristol to draw on their resources and experiences.</p>	<p>The community will feel a sense of engagement in addressing the issues people with multiple needs experience... moving from a place of judgement to empathy, from judgement to empowerment.</p>	<p>No. of events</p> <p>No. of attendees</p> <p>We will write a report covering the feedback from each event and distribute it to the service partners involved.</p> <p>Public consultation feedback on community events.</p> <p>Public consultation on the benefits of the event, finding out about new services, taking part in new activities, sharing knowledge with others.</p> <p>Feedback from decision makers who attend.</p>
<p>Recruitment of “community mentors” who can provide mentor support to services users, such as attending appointments or group activities</p>	<p>Year 1 – recruit 5 community mentors.</p> <p>Year 2 – recruit 15 community mentors</p>	<p>Community mentors will be trained to support service users and will feel a sense of pride in their volunteering roles.</p>	<p>No. of community mentors recruited.</p> <p>Surveys and feedback</p>
<p>Lead on a minimum of 4 system blockers and learning workshops over the life of the project to bring around a sustainable system change</p>	<p>Lead by co-lab we will identify via our project implementation document a minimum of 4 system blockers aimed at bringing about both local and national system change.</p>	<p>Service users and support teams will be better able to navigate around the system to avoid re-traumatisation.</p>	<p>Outcomes of campaigns and learning events from strategic decision makers</p> <p>Project Implementation document (PID)</p>

The Team

Encompass

- SCAA/Lottery Project Manger
- High Flow Caseworker
- Flow Project Manager
- HIU Caseworker

OND

- One Barnstaple CD
- One South Molton CD
- One Ilfracombe CD
- Atlantic CD
- Braunton Live Well CD
- Torrington 100 CD

CoLab

- Peer Mentor Exeter
- Peer Mentor North Devon

Momentum

- Male survivors of sexual abuse peer group

SCAA

- MEAM – Chair
- Exeter City Council RS Lead
- Drug & Alcohol Senior Commissioner
- Violence against Women and Girls Strategic Lead
- Be the Change

Recruitment

We will recruit the following positions for the project:

Project Manger, 20 hours per week

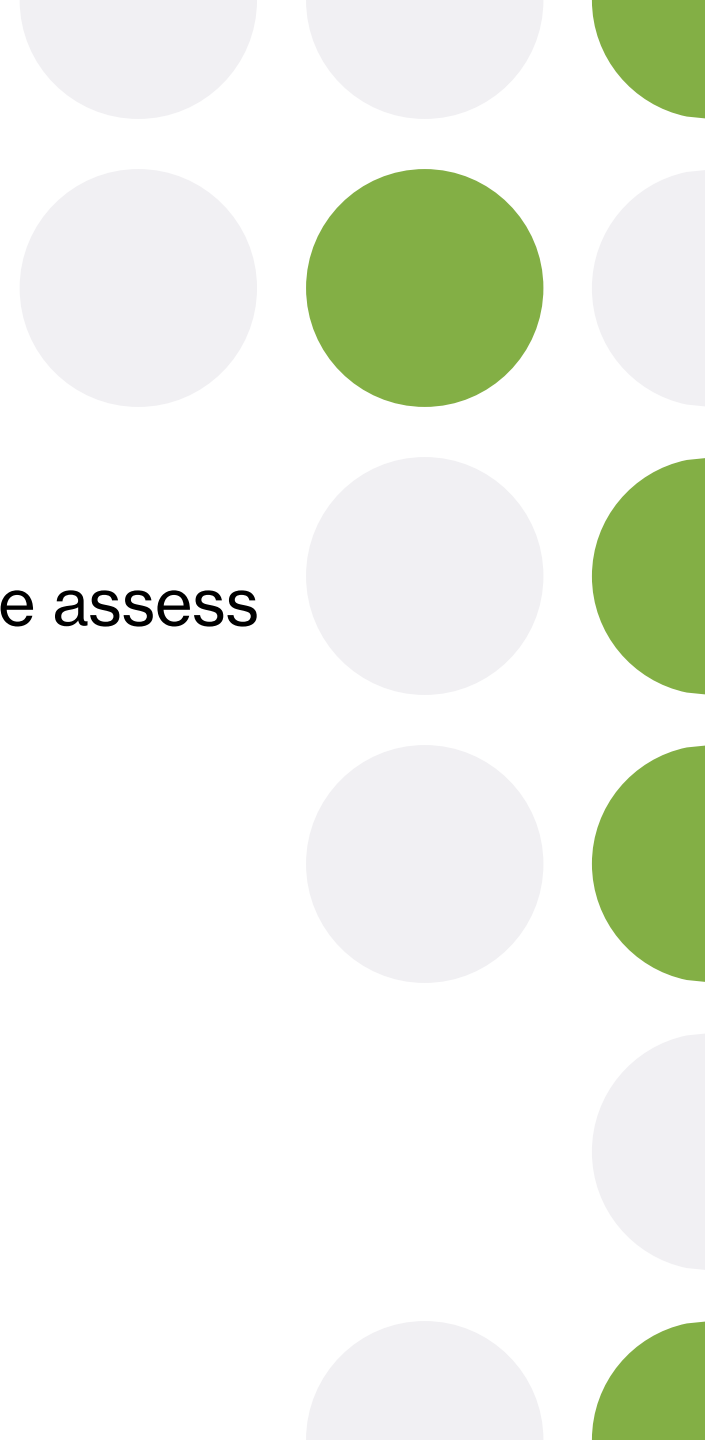
Caseworker, 37 hours per week

Peer Mentor, 20 hours per week

We will coproduce all of the posts and will test new ways of attracting potential applicants which is focused on creativity and transferable skills.

Learning and Sharing best practice Q1

- Recruitment – test new ways of recruiting candidates
 - Assessments – do we need them; can we change how we assess new service uses.
 - Journey Mapping – both the system and clients journeys
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Cultural Values Survey – led by CoLab

What do we know about how people feel about their lives now?

What do we know about how people perceive services and the systems that deliver them?

What do we know about what personal, support and system improvements people want to see?

What will we (the SCAA group?) **do** in response to what we discover from asking these questions?

What difference will that action make to people; their sense of self, their experience of services and systems and appreciation of trauma and disadvantage?

The survey will be conducted at the start of year 1 and again at the end of year 2

Delivery Plan Q1

Quarter	Activity	Description	By Whom
Year one - Quarter one (May-July)	Recruitment	<p>Actively recruit for the following posts:</p> <ul style="list-style-type: none"> • Caseworker • peer mentor • Project Manager <p>All job descriptions and application full process including interviews will be coproduced with our co-production team. We aim to recruit and have employees inducted in Q1 ready to start taking on referrals at the end of Q1(July)</p>	HR Manager, Co-Lab & Co-Production Team
	Partnership Agreements	<p>Work with the National Lottery to agree partnership agreements with:</p> <ul style="list-style-type: none"> • Co-Lab • One Northern Devon Community Connectors • Momentum 	All Partners
	Partnership Meeting	<p>Partnership meetings will be held biweekly in the first quarter and will move to monthly from Q2</p> <p>Agree and sign the partnership agreement.</p>	Encompass Chief Officer & Partners.

Delivery Plan Q1

Quarter	Activity	Description	By Whom
Year one - Quarter one (May-July)	Tailored Assessment Forms	Develop a multi-agency group to map all the assessment forms in use with the client group and streamline them to avoid re-traumatisation	All partners & agencies involved in the SCAA.
	Referrals	We anticipate taking on eight service users based on complete casework in Q1 (July) and twenty wider beneficiaries.	Caseworkers & Project Manager
	Frontline Practitioner Groups	Group aimed at supported frontline practitioners to give them a safe space to share best practice, network, case reviews.	MEAM/Project Manager/SCAA

Delivery Plan Q1

Quarter	Activity	Description	By Whom
Year one - Quarter one (May-July)	Quarterly Report	Prepare a quarterly report for the funder and wider stakeholders.	Project Manager and Partners
	Cultural values survey	Conduct survey with all stakeholders	Partners and wider stakeholders
	Set up Peer group for males of sexual abuse	Set up Peer group for males of sexual abuse	Momentum

Advertising and Promotions

Advice from the National Lottery

- How to share the good news about your funding Celebrate with your community

You should share the good news with your community and your local MP:

- Tell the world about your funding via social media
- Contact your local press Awarding funds from The National Lottery
- Download our logo to tell people about your National Lottery funding
- Order free plaques, stickers, bunting and more

We encourage you to keep telling everyone about the difference your project is making throughout the life of your funding. Sharing news about your project with your community can be a great way to keep them involved and engaged.
