



FULFILLING LIVES
South East Partnership



FLAG magazine

FULFILLING LIVES ACTION GROUPS

ISSUE TWO | APRIL 2017



In February staff from the three areas met for a team away day where we explored what we mean by 'systems change'.

Ultimately to achieve our project outcome of 'services being more accessible, targeted and better coordinated' we needed to consider how we all fit into the bigger picture.

With the help of Juliette Hough, the local independent evaluator, we are developing a Theory of Systems Change to help to show what we do and how it will achieve our systems change outcomes.

This will be published soon. The team then went for a ride on the i360.

The Impact of Missed Appointments

The Eastbourne team have been busy talking to clients at the STAR East Sussex Drugs and Alcohol Recovery Service to find out just how serious the problem of missed appointments can be in terms of their own treatment and the service as a whole.

People with multiple complex needs are especially vulnerable, sometimes late or forgetting appointments due to life crises, losing the chance to see the clinician when they do appear, only compounding the chaos. What is to be done to help the clients, the service and the staff? We hope to share back in the next issue with our findings.




Do you have an interesting System Service Review to share with us?
We would like to make this a regular information share.

Homeless Partnership Event in Hastings

In March Fulfilling Lives were involved in organising a partnership forum in Hastings.

This brought together between 25 and 30 agencies who have a direct impact on the lives of the Homeless and ‘Street Communities’ of Hastings.

The forum was made possible by FL’s partnership with MEAM (Making every Adult Matter Coalition) who facilitated the day, and brought together partners, notably Hastings Borough Council, Sussex Police, Seaview and Home Works plus many more to look at more innovative ways of local agencies providing pathways and solutions to individuals that make a real difference to people’s lives.



Initial feedback from the day has been extremely positive.

It was heartening to see so many individuals in the same room with such a strong commitment to improving the housing, health and wellbeing outcomes of rough sleepers and the street community; it felt as though real progress was made towards a consensus on the type of approach which might improve outcomes for some of the most vulnerable and isolated groups within our community.

CLLR KIM FORWARD, LEAD MEMBER FOR HOUSING, EQUALITIES AND COMMUNITIES AT HASTINGS BOROUGH COUNCIL

New Faces

Donna Denyer is our new Project Consultant Assistant for Brighton.

She has studied holistic therapies and used to run her own business, but, as she says:



My heart was always with helping people and helping to change the stigma attached to people with complex needs.

Donna volunteered for eight years helping others and has built up many skills which she is now putting to great use in her new role. She is involved in running the new Women’s Group at Community Base which is such a success that a professional from RISE is joining the team.



We will be writing a feature on the group in the next issue. Welcome Donna.



Hi my name is Glen Davies. I am the new Project Consultant Assistant in Hastings.

I have been a Peer Mentor in Brighton with Pavilions for the last year. Previously I was the service user rep for a substance misuse service in West London for three years which involved both local and national representation. Before that I worked in the Learning Disability field for 15 years specialising in working with people with Autistic Spectrum Disorder, Challenging Behaviour and Behaviour Support.

I’ve been in post for four weeks and am loving it. Everyone in the team has made me feel very welcome and any issues I had about being anxious about returning to work have disappeared.




Community Works Event: Empowerment



Angela and three other volunteers were recently asked by Sue Shaw, Volunteer development coordinator for community works in Brighton, to take part in an Empowerment presentation at a Community Works conference.


ANGELA : *I’ve taken part in a few of these but still found it nerve- wracking! I wanted people to know how much volunteering can improve your wellbeing if you get all the things you need. For me, it’s so important to feel accepted for who I am and for my life experiences to be used in a positive way.*

 *I’m encouraged and supported by our team and we are well trained and prepared for all the things we get involved with. I wanted to share that. I was so proud of everyone and as always it was an empowering and emotional day.*

GODA : *I was also very nervous on the day but it was a good experience, with great teamwork. I’m proud of everyone and proud to be part of the Fulfilling Lives Project. I found it emotional and want to take part again.*

NEIL: *It was a positive experience. It helps to talk about my past, and where I am now, how far I’ve come! I’m passionate about what we do and wanted to share that.*

JO : *Fulfilling Lives does exactly what it says on the tin, it fulfils our lives.*

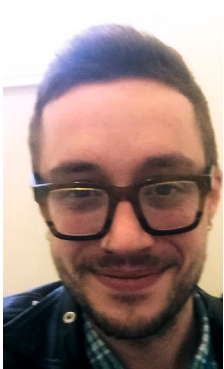


Hi everyone, I’m Daniel Tucker, the new Project Consultant for Eastbourne.

Before working with fulfilling lives I worked as a Payments Officer for the University of Brighton for almost 10 years, something I had no real interest in continuing. I am so grateful to have been given the opportunity to change career and use my own lived experience working in an area I am truly passionate about.

Within the last two years I completed peer support volunteer training with BHT and have been volunteering with Sanctuary Supported Housing in Brighton, running a weekly Media Club teaching people in supported housing basic video editing skills as well as supporting clients in getting the most out of their mobile devices. I also coordinated a Success Stories video project towards the end of last year with BHT. Both reinforced my desire to move into the charity sector.

I have just completed my first week and been blown away by how welcoming the team have been and cannot wait to continue working with everyone!



National Work

Nelida and Tracey from Eastbourne have had their 'Inspiring Stories' picked to appear in a forthcoming national Fulfilling Lives publication of the same name. The anthology will represent successful partnership working from across the country.



The Homeless Map is a fantastic collaborative project: it just shows what can be achieved when people are passionate about their project and prepared to go the extra mile. The map is now well known to the police, probation, housing services and outreach organisations throughout the area, helping homeless people to find the help they need when they need it.

TRACEY, PROJECT CONSULTANT ASSISTANT

The publication is part of the **Inspiring Stories – Building Successful Partnerships** workshop which took place in Camden in March. This event was run by CFE Research, The University of Sheffield and MEAM – Making Every Adult Matter. Projects attended from Gateshead, Leeds, Manchester and Bristol.

Nelida, Service User Engagement Coordinator for the project, also took part in this event. Nelida's story of a successful partnership referred to the partnership work between people with lived experience, represented by the Project Consultants' team and the Action Groups as well as the staff team. These teams work very closely with the same objective – to improve services for people with multiple and complex needs.



We tend to think that people are either service users or professionals, but in reality, life is more complex than that and the workplace is just another part of life. So in reality, it is easier to relate to each other, because most of us, at some point in our lives have worked and have also experienced difficulties that meant that we had to access support. Valuing each other's contributions is essential – both sides of the team create the perfect whole team.

NELIDA, SERVICE USER ENGAGEMENT COORDINATOR

If Seeing the Bigger Picture is Your Thing...

If you already volunteer at Fulfilling Lives and would like to have more input in the project, there are opportunities to join the Core Group:

The role of the Core group is to ensure that the project delivers what it has been agreed with the Big Lottery, our funders. They also have input on a wide scale, so rather than addressing changes in services, they work on 'system changes'. They support the project move forward with some strategic changes and help influence commissioners among other things.

If you have had experience maybe creating a service user led organisation, are interested in seeing the 'bigger picture' of Fulfilling Lives and would like to work alongside a variety of people committed to the project, this may be for you.

Volunteers will play a key role in representing the views of those who have lived experience of Multiple Complex Needs and in providing updates showcasing the work that the Action Groups are doing.

Meetings are held every three months and we will offer support so that you can feel confident and enjoy this role.

If you are interested, contact Nelida Senoran Martin for a chat.