



**FULFILLING LIVES**  
South East Partnership




# FLAG magazine

FULFILLING LIVES ACTION GROUPS

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**Chris Panikkou is our new Project Consultant in Hastings. He said:**

“ It just goes to show how volunteering can open up so many doors – after just four months volunteering I felt ready to apply for the Project Consultant post. I am now working full time for Fulfilling Lives and really enjoying the professional role, finding myself learning to put in those boundaries, and in turn getting so much out of the job and the whole team.



## Peer Celebration Day in Hastings:

### A Great Day Was Had by All

**One of the first events Chris attended in his new role was the Peer Celebration Day in Hastings. Chris said:**

“ The day was filled with energising and creative workshops looking at Change. Hastings was well represented and we met some wonderful people from other peer led organisations. Peer to Peer work is so inspiring, and I am really pleased that many of our volunteers in Eastbourne and Hastings are intending to join Southdown's nine week NCFE accredited training course in September to help them learn how to 'buddy up' within a safe and supportive environment.

**Overall I was delighted to find out there were so many peer led organisations, and it was great to see all their hard work recognised by the local community.**





# Kim, You Are a Star!

**Kim Kelly has been Project Consultant Assistant in Hastings for 18 months and now it is time to move on.**

The team showed their appreciation for all her hard work and enthusiasm as they shared a team day at Harleywoods American-themed restaurant. Kim said: "It was great to spend time with the team out of the work environment – there was much food and fun – a perfect day!"

Hastings Area Lead, Gary French said of Kim, "I have watched her develop personally and professionally over the time she has been with us: she always put herself forward for any task and became an inspirational public speaker. I am sure her time with Fulfilling Lives will stand her in good stead for the future."

**Picture:** Hastings team members with Kim at the head of the table.

## Welcome, Josh

**Josh has joined Brighton as our new Project Consultant Assistant after volunteering with various projects across BHT including Fulfilling Lives, where he started volunteering in March this year:**



*"I am so delighted as this is the first paid job I have had for quite some time: I have taken a lot of healthy risks in various roles across different services as a volunteer and intern, and now I have a pathway to use my lived experiences to support others."*

*Everyone at Fulfilling Lives has been so encouraging, motivating me with all the future opportunities of this new role.*

*I'd like to say thank you to the team who value me and always place the contribution of our volunteers in such high regard.*

# On the Case

**by Gary French**

**Fulfilling Lives aims to make services work better for people with multiple and complex needs, which means people negatively affected by any two of these issues: homelessness, re-offending, substance misuse, and enduring problems with mental health.**

The Project works on two levels: an immediate level, working directly with the people who are most in need of help right now, and on a lasting level – changing systems to enable people with multiple and complex needs to receive the right support, at the right time.

This year's learning event will focus on putting the beneficiary at the heart of any support package by building a case coordination model around them.

This method has already worked well in Hastings: not one of our five beneficiaries has ever been part of an adult case conference, but four said they would go if invited.

And guess what, they were and they did, feeding back that they felt listened to and were able to set their own goals.

We wondered why there were so few case conferences held for people with Multiple and Complex Needs – was it difficult to get so many key people together in one place and time? Apparently not.

It seemed more likely that the main 'gap and barrier' was the levels of anxiety induced by the professional attention and commitment. Two of our most complex cases seemed to push back from the very outcomes we thought they wanted most.

**All in all it promises to be a challenging journey, which we hope will be co-produced all the way. And, yes, it's not as clear cut as we initially thought.**

## Thank You to Muneerah and Pete

**Thank you to Muneerah and Pete who have volunteered with Eastbourne for two years, the project's allotted time.**

Pete will be continuing with his Peer Mentoring and Muneerah is returning to education

**Picture:** Muneerah and Pete with their certificates

*"I have gained confidence and new skills, and especially enjoyed the Peer Mentoring Course I attended through Fulfilling Lives. I'd like to pay special thanks to all the Project Consultants and volunteers for making the time so memorable, and what a wonderful send off we both had!"*

**PETE, VOLUNTEER**







Hastings • Brighton • Eastbourne

# Different, Yet Complimentary

The city of Brighton & Hove, and towns of Eastbourne and Hastings extend along the East Sussex coastline. Our project has a team, and a volunteer Action Group in each of the three locations.

The Action Groups meet weekly to explore gaps and barriers in local services for people with multiple and complex needs.

Volunteers also attend steering groups, visit services and go out in the community to gather information for their projects.




## Hastings

The Hastings team has been very busy; they have identified about 40 gaps and barriers in services, which now they have to research and consult about so that this information can be used to review services and systems.

These SSRs include the need for awareness training for professionals dealing with dual diagnosis, stigma induction training and training to understand the effects of universal credit for people with multiple complex needs. Universal Credit was introduced in Hastings last April and has been causing a wide range of problems, especially for the homeless.

Last September the Hastings team created an event to tackle stigma with a **Living Library** where volunteers and staff became **living books** telling their stories of recovery. Area Lead, Gary French said that they were living proof that anyone can experience the chaos of multiple complex needs: it is not a lifestyle choice, and it does not have to define you.

The event was such a success that Hastings was asked to put together a package of training to be used by local organisations to help their staff become more empathetic, ultimately offering improved services to this specific client group. The video, featuring volunteers talking about their lived experiences, debunked the misconceptions and prejudice around multiple complex needs, and has become very popular as a training tool.

Hastings is currently developing a **Guide to Universal Credit** for those transferring to universal credit (UC) as a result of tackling the numerous problems affecting clients, including stringent medicals, inability to claim online or open a bank account: both requirements of UC.



*It has been an incredible opportunity working at Fulfilling Lives. When I started my confidence was very low. Getting involved with events including the NECG and the BHT conference has been a learning curve.*

*Now I have more of an understanding in how local services work and can use my lived experience to help others.*

**TAMARA, VOLUNTEER**





# Brighton

**This December, Brighton is staging a street homeless consultation to gather up-to-the-minute intelligence with a public survey using outreach volunteers throughout the city.**

It is hoped that the data gathered will provide evidence for the need to improve services for the homeless – justifying the local connection rule for rough sleepers and putting more effort into the Housing First model.

Last December the Action Team were invited by the CCG to sit on the interview panel for a new health service for the homeless, Arch Healthcare, which opened in February. The team were involved in the overall tender as well as individual staff appointments. The process went so well that Fulfilling Lives have been invited back to evaluate the progress of the new service.

Brighton is extremely proud of the work carried out on the local council's Band 2 referral form for street homeless with Multiple Complex Needs.

Volunteers agreed that the form was negative, putting the emphasis on risk rather than potential. Through the volunteers' engagement with the council the Band 2 form has been changed, and is now 'asset based,' and far more empowering. Project Consultant, James Wood, said: "Other organisations within these areas of service are eager to use these forms - it will leave a legacy and affect the outcome of thousands of street homeless for years to come."

Brighton's team were so impressive at the Community Works Annual Conference with their presentation on Empowerment that they have now opened the door to more opportunities for all volunteers in the future.

**The workshop was so inspiring that organisers have decided to give volunteers a permanent role in the Coordinators Forum.**

**Picture:** Neil, Goda, Angela and Jo-Jo, Volunteers and Donna, Project Consultant Assistant in Brighton

*Just because people are on the 'outside' of services does not mean that they are unworthy of our help, I feel passionately about this, and have agreed to recruit local volunteers to run this valuable survey.*

**JAMES WOOD, PROJECT CONSULTANT**



# Eastbourne

**Eastbourne has its own particular set of problems, mainly a distinct lack of housing and less services than Brighton or Hastings, possibly because it has historically been regarded a tourist attraction for the older generation and case loads would suggest a higher percentage of local people, unlike Hastings and Brighton which tend to be more transient.**

Our Action Group is quite in a transition right now, with three new members just joining us, and one member returning after a break. We number about eight members when it's a full house.

*I love feeling part of a team, especially the Action Group. I was made redundant in 2015 and was delighted on so many levels to be offered this job with Fulfilling Lives. I have gained new confidence, running groups, and mentoring volunteers, all of whom bring very special lived experience to every project.*

*One of the highlights has been the Homeless Services Map that my colleagues produced. It has filled such a definite need in Eastbourne and has helped us to form great working relationships with many of the services involved. We are currently bidding for funding for an updated re-print such is the demand!*

*If anyone would like to produce one please just ask us and we will happily tell you all about it.*

**TRACEY , PROJECT CONSULTANT ASSISTANT**



# All Change

As a systems change project we have a number of areas that we are focusing on for the next 12 to 18 months.

One of our priorities is for individuals with lived experience of complex needs to be involved in commissioning of services.

We intend to achieve the following:

- the involvement of experts by experience in the design of services to be the norm
- service user involvement to be embedded in commissioning processes for all relevant services in Brighton and Hove, Eastbourne and Hastings
- shared service user involvement principles of excellence and guidance developed with commissioners
- the involvement of experts by experience in the monitoring of services
- evidence that service user involvement leads to services that are accessible and effective for people with complex needs
- a network of trained service users as a resource for commissioners – for the design, procurement and monitoring of contracts
- a quality mark for services designed with best practice of service user involvement



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**We are setting up a working group which will meet in September.**

Please contact Jo Rogers if you'd like to be involved at [jo.rogers@bht.org.uk](mailto:jo.rogers@bht.org.uk)

# Analyse This

Kerry is our new Research and Evaluation Officer, working across the project offering support with research and evaluation as well as leading on existing research projects and surveys.



*I am starting a new group for volunteers who would like to develop their analytical skills: they will work alongside experienced members of the **Peer Research Network** conducting interviews and analysing findings together, to improve how the project works.*



**Does this opportunity appeal to you?**

Please contact Kerry at [kerry.dowding@sefulfillinglives.org.uk](mailto:kerry.dowding@sefulfillinglives.org.uk)