

The No Wrong Door Compact for Manchester

The Inspiring Change Manchester 'No Wrong Door' Compact has been co-produced and outlines a set of principles that will improve outcomes for individuals with multiple and complex needs.

You can see two short videos of people with lived experience talking about the core values of No Wrong Door below:

- [How I felt when I was stuck](#)
- [How a No Wrong Door approach made a difference](#)

The four overarching principles within the No Wrong Door Compact are:

Access *Through improving and regularly reviewing the access to services and support available for an individual, we are better able to ensure that our interventions are person-centred and asset based.*

Information *Through utilising a shared data system or through improving information sharing, we are better able to access information, share information, reduce duplication and improve outcomes for individuals.*

Practice *Developing our team, adopting psychologically informed approaches and creating a reflective environment will enable our services to be responsive to individual need.*

Expertise *Through developing collaborative partnership approaches and adopting co-production, we will share knowledge to influence change, develop services and address gaps and inequalities. This will include experts by experience.*

These outlined principles will enable services to improve access, enable the sharing of information, improve and inform our practice and enable us to use our collective expertise to improve the lives of individuals with multiple and complex needs.

Access

Do not turn anyone away	We will ensure that any person presenting at our service will have a level of support that either means they will be provided with the relevant advice, support or guidance by our organisation, or enabled to access the appropriate support elsewhere.
No blanket bans	We will work with people to identify the best solution for them, regardless of their history and track record.
Location and availability	We will work collaboratively to meet the needs of people in a range of settings. We will work with partners to share premises, provide drop-in sessions and facilitate appointments in venues across Manchester.
Peers and volunteers	We will utilise Peer roles and volunteers within our service to increase access and engagement and inspire individuals to change.

Information

M-Think Database	We will utilise the Manchester Think Database to achieve the best possible outcomes for individuals.
Factual and relevant information	We will train and support our service staff and volunteers to record factual information that is relevant, clear and is fully accessible to those who have the right to view it.
Information sharing agreements	We will work with partners to develop comprehensive sharing agreements that enable the flow of information across agencies to improve the experience and meet the needs of the individuals.
Commissioning agreements	We will work with partners to clarify our offer and work collaboratively in order to reduce duplication.

Practice

Psychologically informed approaches	We will adopt the principle of a psychologically informed environment and ensure that our approach, the training we provide, the support we offer and the development of our delivery considers the emotional and wellbeing needs of individuals.
Language and approach	We will provide a level of training and support to all frontline staff that ensures that they are clear, approachable and person centred in their approaches.
A lead worker approach	Where there is an identified issue, we will ensure that there is an identified lead contact for those with multiple and complex needs.
Reflective Practice	We will provide the support, training and opportunities that enable our team to reflect on their practice, share learning and receive feedback.

Expertise

Co-production agreements	We will agree and define a commitment to designing and delivering services in equal partnership with those who access and who are impacted by services.
Service experience	We will actively use a range of approaches to continually assess the service(s) that we provide and involve people accessing those services, in order to review our own performance and improve our provision.
Enable and change.	We will listen to people that access our services and our staff to improve and change our delivery.
Community of Practice Network.	We will support and actively engage with a Community of Practice Network (physically and virtually), empowering and enabling our team to participate.