

# Opportunity Nottingham Evaluation Summary

OCTOBER 2017

This document highlights key project data and is intended to provide a snapshot only. For more information on project findings, visit [www.opportunitynottingham.co.uk](http://www.opportunitynottingham.co.uk) or email Grant Everitt (Learning and Evaluation Lead) at [Grant.Everitt@opportunitynottingham.co.uk](mailto:Grant.Everitt@opportunitynottingham.co.uk).

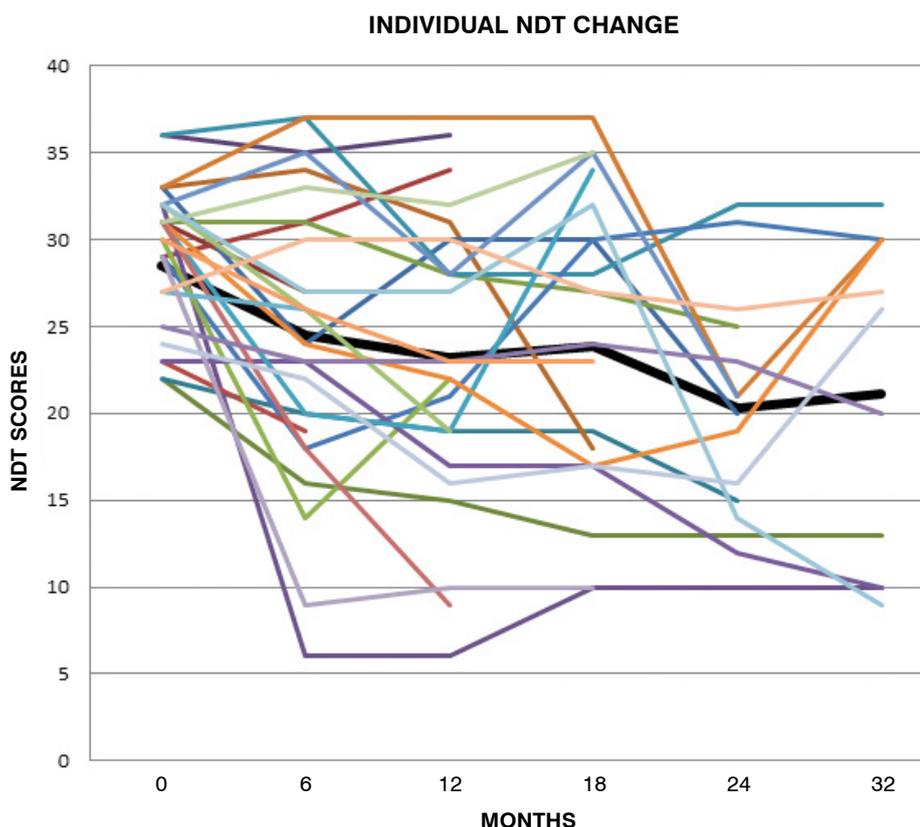
The core aims of Opportunity Nottingham are as follows:

1. Empowering people with multiple and complex needs to live fulfilled lives
2. Changing the system's DNA; *better access to services, unified assessments, Beneficiary-led support, focus on recovery, **sustained** change.*

## The 'not so average' Beneficiary Journey

From the start of the project, it was clear that no two Beneficiary journeys would be the same. The complexity of needs experienced, combined with past trauma, support available from family and/or friends, previous experiences of services, and types of multiple needs faced – create an **individual** and **complicated** journey. As such, a Beneficiary cannot be expected to 'recover' over a short period of time, or via a 'one size fits all' approach.

The black line on the graph below shows the 'average' journey for 30 Beneficiaries. The individual lines represent 'actual' journeys.



## Financial Impact

Assessing the financial impact of the project is a key part of evaluation. A recent piece of work has considered cost in relation to 25 Beneficiaries who have left the project with a positive outcome.

To date, information gathered shows that where a positive outcome is achieved the project has so far been cost effective, with an average saving of **£12,185.54<sup>1</sup>** per Beneficiary when comparing the first six months of engagement to the last six months. Assuming this level of saving continues once a Beneficiary leaves the project, this would represent a saving to the 'public purse' on average of **£24,370<sup>1</sup>** per person, per year.

Based on the 25 Beneficiaries considered within the above costs, the largest single area of saving was via a reduction in accessing mental health inpatient facilities. At present, over 90% of our Beneficiaries are experiencing mental ill health.

<sup>1</sup> For more detailed information on figures quoted, email [Grant.Everitt@opportunitynottingham.co.uk](mailto:Grant.Everitt@opportunitynottingham.co.uk). Figures based on 18 cost measurements.

## New Approaches

To change how people with multiple needs are supported by the system, new ways of working need to be considered. One example is an approach the project has taken with the Primary Care Mental Health Service (PCMHS). Now one year into delivery of this approach, the aim is to provide a mental

*Jill (name changed for confidentiality), has been engaging with Opportunity Nottingham since 2014. Whilst this engagement has been important in developing trust with her Personal Development Coordinator, she had not progressed in relation to*

“ ... important changes have occurred that illustrate the vital role the service can play. ”

*the issues stemming from her multiple needs. Her NDT scores have remained in the high 30's and her Homelessness Outcomes Star scores have remained low. However, since being referred to the PCMHS, important changes have occurred that illustrate*

*the vital role the service can play. Past referrals to mental health services have been limited due to Jill's chronic alcohol consumption, which is in part due to a long-term violent relationship. Through the input of her PCMHS Worker, Jill has developed 'distress tolerance' techniques. These are psychologically based coping methods, which help Jill to avoid excessive alcohol consumption when trying to cope*

health care and support service for people who find conventional mental health services 'hard to reach'. Opportunity Nottingham is funding 15% of this service, and has made 36 referrals so far. Whilst some challenges have been identified in delivery of the service, the potential is also very clear, as identified in the case study below:

*with her situation. Her PCMHS Worker has shown persistence and flexibility in enabling this to happen, seeing Jill whilst she was not entirely sober and not moving to discharge her from the service despite some 'no shows.'*

*Input from Jill's alcohol worker is now becoming more effective. Her alcohol consumption has reduced to the point, where her PCMHS Worker is hopeful that successful referrals can be made to other services. Additionally, her PCMHS Worker has been able to attend case conference meetings connected to the domestic violence Jill has experienced – and provide vital psychological input into these; specifically communicating that Jill's tolerance of the violence stems from “maladapted attachment” and “abandonment fears.” Two key outcomes stemming from this have been firstly; a more informed understanding from the police regarding Jill's situation, and secondly; a review of approach by Jill's accommodation provider with the acknowledgement that eviction may not be the best option, and other strategies can be pursued, particularly if supported by a psychological approach.*

## Lived Experience

The 'voice' of lived experience informs the work of the project. Our Expert Citizen Group (all



Beneficiaries of the project) attend regular project meetings, provide input at local and national consultations, give presentations and provide feedback on what works and what does not. The group

recently took part in a consultation for a report that has been penned by, and will be presented to Government by MEAM (Making Every Adult Matter).



This report, titled *MULTIPLE NEEDS Time for political leadership* outlines four key areas for change in the context of multiple and complex needs. Opportunity Nottingham Expert Citizen feedback included the following:

*Funding structures should be re-designed to allow local commissioners and services to develop solutions that make the most sense for their areas. Flexible funding should foster better collaboration between organisations to improve support for people experiencing multiple needs.*

***It's not about your past but about who you aspire to be. We should not be labelled by our past experiences. There is good and bad in everyone.***