



Our Theory of Change

OPPORTUNITY NOTTINGHAM BOARD

Ensuring Delivery & making System Change happen - throughout the whole project.

DELIVERY

Reaching out to at least 470 people living with multiple and complex needs in Nottingham

- Service Coordination
- Building Trust
- Multi-Disciplinary Team Meetings
- Peer Mentors
- Gender and Culturally Specific Services
- Open Dialogue (Creating Psychologically Informed Environments)
- Advocacy
- Personal Budgets

Project Aims are completed:

- People with multiple needs have been empowered to take control of their lives.
- Front line services listen to what people want and need – because they are coordinated, integrated, person-centred, responsive and realistic about targets and timescales.
- Change has occurred at strategic and commissioning level through work with strategic leaders - and the learning, outcomes and impacts of the programme has been used to change the system's 'DNA'.

One informs the other: So *Delivery* decreases over time as *System Change* increases

SYSTEM CHANGE

Person Centred – Beneficiary Led:
Expert Citizens
Beneficiary Ambassadors

- Access to services (including **THE PLEDGE™** & accessible information)
- Unified Single Assessment and Data Sharing
- Beneficiary-led person-centred Services and Support – including Treatment
- A Joined-up Pathway – starting with prevention and early intervention
- Recovery
- Sustaining Change – commissioning, funding and policy
- Ensure change at local level - influence change at national level
- Practice Development Unit

EVALUATION AND LEARNING:

Research & Action Learning through life time of project to understand what works