



Nomad Opening Doors – Tackling Inequalities Fund Annual Impact Report

In 2017-2018 Nomad Opening Doors received a Tackling Inequalities Fund Grant from Sheffield City Council of £37,654 as a contribution towards the adoption of a Personal Transitions Service (PTS) within Nomad's housing support services. The three-year project is part of a National Innovation Partnership, led by Mayday Trust, that sees six partner agencies adopt a new asset-based approach to bring about a change in the homeless sector.

The PTS aims to achieve 4 key outcomes:

1. People engaged in the PTS will sustain their accommodation.
2. People engaged in the PTS will have increased assets that lead to increased wellbeing.
3. People will engage in employment, education, training or volunteering.
4. People with a history of mental health issues will reduce their usage of high-cost services.

Introduction to the Personal Transitions Service

The PTS is a strength-based pilot service that has been developed in response to a traditional deficit-based system. The purpose of the PTS is to break negative cycles and support people going through life's toughest transitions to blossom. We allow for people to engage with the service as and when they feel ready.

The objective of the PTS is to discover what a person is passionate about through honest, person-centred conversations and to then make this a reality by brokering relevant opportunities in Sheffield.

Asset Coaches within the PTS focus on people's aspirations, goals and strengths; regardless of any personal and/or societal hardships a person may be facing.

An important facet of the PTS is to empower people to realise and develop their own self-worth and capability. This internal change will positively impact upon the community by helping shape self-aware, confident individuals who are respectful of their city and the opportunities it holds for them.

As the PTS is currently a pilot, we have spent year one trying out new and creative ways of working with people so that we can learn what works best and thus apply what we have learned in future. The PTS works in partnership with Mayday Trust who have been an invaluable source of support and knowledge, helping the PTS to be an innovative service that is at the forefront of social change.

The PTS pilot opened for referrals in July 2017 and all information in this report has been recorded between July 2017 – 31st March 2018.

Three of the people who have engaged with the PTS were randomly selected to share their experience of the PTS - Please note that pseudonyms have been used in place of real names in this report to maintain confidentiality and anonymity.

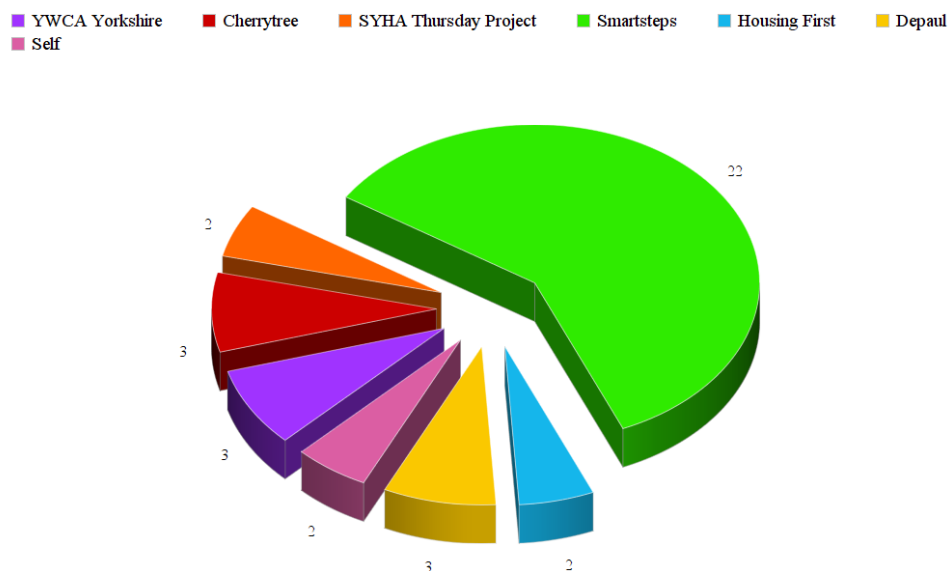
'They found me different resources and contacts that I wouldn't have known about! I've been making real progress' – Sammi

'She's very supportive and tries to get me out doing things I wouldn't normally do' – Zak

'We got on really well and if it wasn't for my Asset Coach I wouldn't be working' – Polly

Referral numbers:

The numbers represented in the chart below reflect the 37 beneficiaries who have been referred to the PTS and who have also engaged with the PTS for 1+ sessions.



Citywide benefits of the PTS

1. By **supporting** people to achieve education, training, employment and volunteering opportunities within Sheffield, this has supported the local economy.
2. By **helping** people to increase resilience and self-confidence, this has reduced the burden on statutory services. For example, people no longer on benefits as a result of employment.
3. By **offering** the PTS to numerous external organisations in Sheffield, this has reduced both time and financial implications for these organisations; allowing them to spend their time and money more productively. For example, the PTS is now responsible for helping people find employment instead of support staff spending time on this.
4. By **speaking** to external organisations in Sheffield, we have raised awareness of the importance of an asset-based approach. This has impacted the ways in which future conversations between staff and people accessing services will be conducted.
5. By **creating** good working relationships with local companies, organisations and charities to improve relationships in our sector and beyond it. For example, a local security company in Sheffield has an agreement with the PTS to guarantee interviews for people who are interested in working in that particular sector.

Beneficiary Outcome 1 – 70% of clients engaged in the PTS will sustain their accommodation

- The number of people who have sustained 'stable' accommodation between July 2017 - April 2018: 94.6%

In a 9-month period (July 2017 – 31st March 2018) 35 beneficiaries sustained 'stable' accommodation.

We will be able to report on the full 12 months of this beneficiary outcome in years two and three.

Case study to support this beneficiary outcome:

'I supported Jimmy as part of the PTS and he was able to leave supported accommodation and is now maintaining a tenancy independently. Through skills learned through his journey such as budgeting, he is now able to pay his bills on time as opposed to falling into arrears.'

Beneficiary Outcome 2 -All clients engaged with the PTS have increased assets that lead to increased wellbeing.

Of the beneficiaries who have completed two or more questionnaires (Search Institute questionnaires developed by Mayday Trust), with reference to asset scores:

- People who have engaged with the PTS have shown an average 4% increase in total assets.

Assets are made up of factors such as support, empowerment, boundaries and expectations, constructive use of time, commitment to learning, positive values, social competency and a positive identity. By helping people access opportunities in the community, this increases assets in a way which creates positive long-term change.

Case study to support this beneficiary outcome:

‘Abdul has severe agoraphobia and so struggled to leave his supported accommodation at first. Through patience and relationship-building techniques, he eventually started meeting me outside of his house; gradually meeting me further away from his front door. He told me that he loved animals – particularly dogs. He now volunteers for a local company that walks and cares for dogs and he enjoys it so much he has asked to volunteer there two days a week instead of one, spending his time in a constructive and rewarding way. His social network has increased as a result of this opportunity and his confidence has grown, too.’

Most people who have engaged with the PTS have displayed a distinct increase in well-being. Through both conversation and observation, Asset Coaches have noticed an increase in sociability, mood, and feelings of hopefulness for the future.

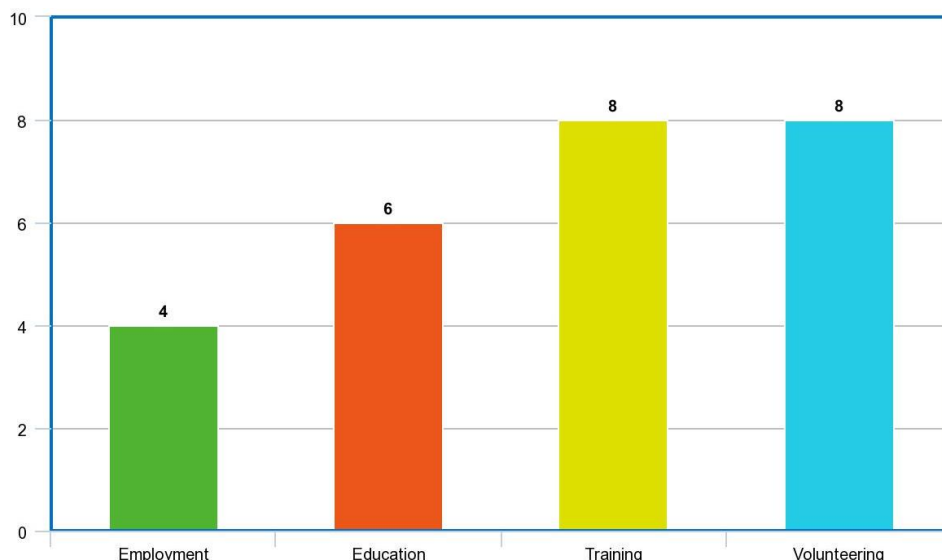
Examples of an increased well-being drawn from people’s genuine experiences of the PTS:

- People with agoraphobia gaining the confidence to attend opportunities in the local community and extending their social network by meeting new people.
- People verbalising how good they feel about working towards/achieving their goals.
- Engagement in positive activities such as new hobbies and regular exercise.
- Achieving goals early and so exiting the service before questionnaires were due to be completed.

Of the beneficiaries who have completed two or more questionnaires, with reference to increased wellbeing:

- We have found a positive correlation between an increase in assets and wellbeing for everybody who has completed multiple WEBWBS questionnaires. We are working with Mayday Trust on how we demonstrate this increase in year two.

Beneficiary Outcome 3 - 35% of Individuals will engage in Employment; Education; Training or Volunteering



- The number of beneficiaries we have supported to achieve an employment, education, training or volunteering opportunity: 17 people (45% of beneficiaries).

Of the 17 beneficiaries, 5 have engaged with multiple opportunities. For instance, one beneficiary has participated in both a stained-glass making class and training to be a theatre steward. Thus, 26 hard outcomes have been achieved in total. We predict that in year two the organisations we are building relationships with will provide more referrals. Therefore, more beneficiaries will achieve hard outcomes in years two and three.

Case studies to support this beneficiary outcome:

'I supported a Smartsteps tenant, Lisa, who had fled domestic violence to get her SIA door supervisor license and subsequently a job; she became more independent as a result. She is now currently waiting to be offered a property in Sheffield as a result of now being able to successfully manage a tenancy with minimal support.'

'Billy, who has lived in supported accommodation for a year, aspires to one day become a teacher in Sweden. After being able to source a highly recommended Swedish learning resource for him, in a matter of weeks he can speak complex Swedish sentences with confidence and flair. I supported him in writing his UCAS university application which was successful. He will be moving into student accommodation within the next few months and is a step closer to his dream of teaching in Sweden.'

Beneficiary Outcome 4 – Of those who have a history of mental health issues, 27% will reduce their usage of high cost services.

- The number of beneficiaries who have reduced their usage due to the support of the PTS: 34

91.9% of beneficiaries with a history of mental health issues have not used high cost services such as A&E visits; paramedic call outs; had incidents of offending or incidents of being sectioned during their journey with the PTS.

Case study to support this beneficiary outcome:

'Marcus started his journey with issues surrounding suicidal tendencies, at the start he was hospitalised after taking a drug overdose. However, as our journey progressed he began to focus on his skills instead of his problems and began volunteering at a local day centre. He has not attempted suicide since.'

Unforeseen Positive Outcomes:

Throughout the PTS pilot so far, we have noticed a wealth of positive outcomes.

For example; people leaving their property for the first time in months; people with social anxiety being able to form a positive relationship with not only their Asset Coach, but also with members of the wider community that they meet as part of their journey; substance misusers reducing their usage so that they can be fully functional when undertaking an opportunity.

Although this has not formed part of our monitoring in year one, we are developing a system to record and report these unforeseen positive outcomes in years two and three.

Additional Resources for Beneficiaries:

From July 2017 – 31st of March 2018 the PTS successfully sourced funding for 7 people to apply for provisional driving licenses and passports, to give people the opportunity to access accommodation, learn how to drive or to travel the world.

Barriers and how we've overcome them:

From our experiences of the PTS pilot so far, we have been able to recognise barriers and adapt our work to ensure our service adheres to the needs of the people who engage with it.

1. Some people have disengaged with our service due to their ill mental health becoming a barrier to progress. To adapt to this problem, we were able to secure a £10,000 grant from The Frontline Network to give people the opportunity to access private counselling. This is due to launch from the 1st of May 2018, we hope that mental health support will reduce PTS disengagement. More data will follow on from this in year two.
2. Some of the people we work with have had issues regarding meeting places. For instance, one person had ADHD and felt more comfortable moving whilst talking; in order to continue her journey in a way that was flexible to her needs, we met at a local park each week and had our sessions whilst talking on the swings. Thus, we have learned to offer people a range of meeting places, so they can choose the one they feel most comfortable with.
3. Asset Coaches contact those who have disengaged on a monthly basis as a reminder of our service. This has proved useful in that people have reengaged as a result of this, irrespective of the duration of time passed since the previous session. For example, one young woman did not engage with an Asset Coach for 3 months due to severe problems with her mental health and substance misuse; upon re-engagement, she is now in the process of applying for childcare apprenticeships in Sheffield as she knew that she could be supported by her Asset Coach after 3 months of non-engagement.

The positive changes we have made and the lessons we have learned in year one will make for a more streamlined service in the future.