

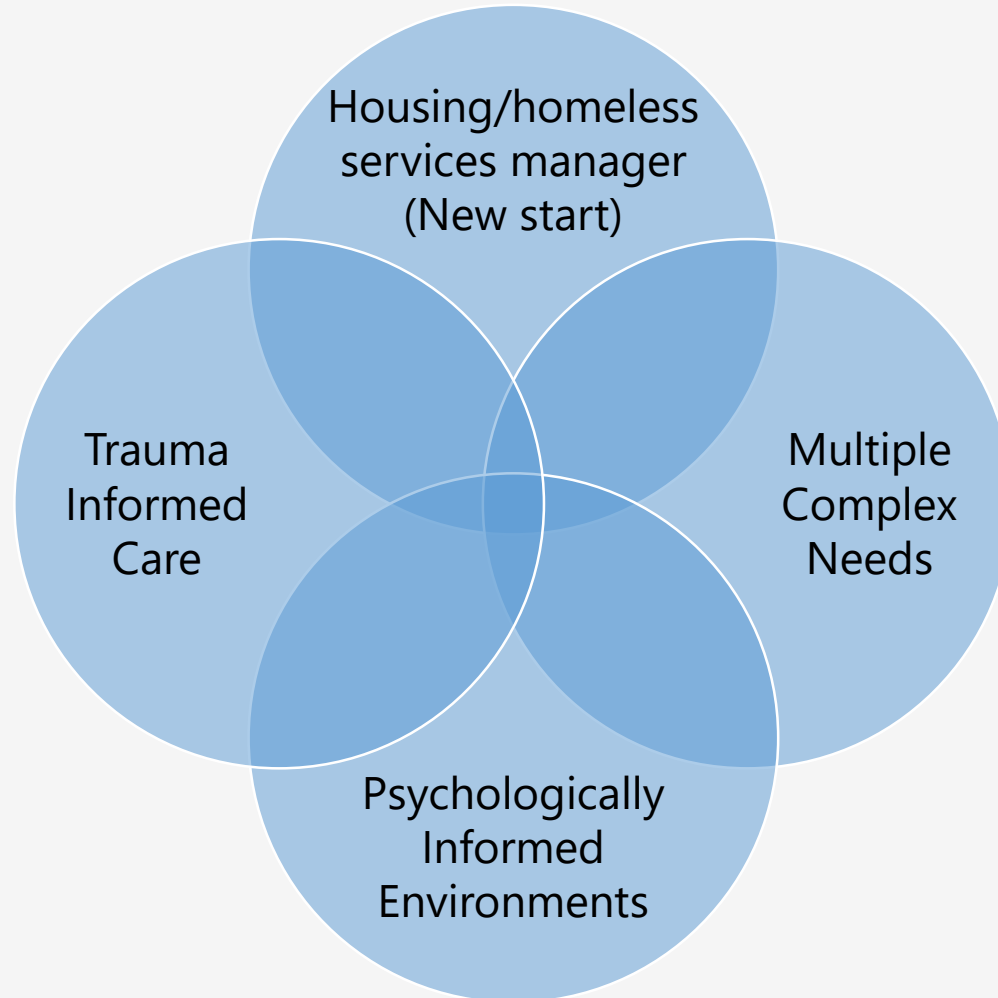


NEW START est 1997

Working for a better future

New Start / RISE (Recover, Inspire, Support and Empower) female harm reduction service

Introduction: who am I?



New Start Homes information

- New Start is a family run not-for-profit organisation established in 1997 for the specific purpose: 'to provide residential and supported accommodation services for homeless people or people with little or no housing choice'.
- **Our services are now broken into two specific groups, these being: -**

Adult Services: *providing housing and support through a range of needs specific services, which collectively have the capacity to offer nearly 300 units of accommodation for vulnerable adults and families.*

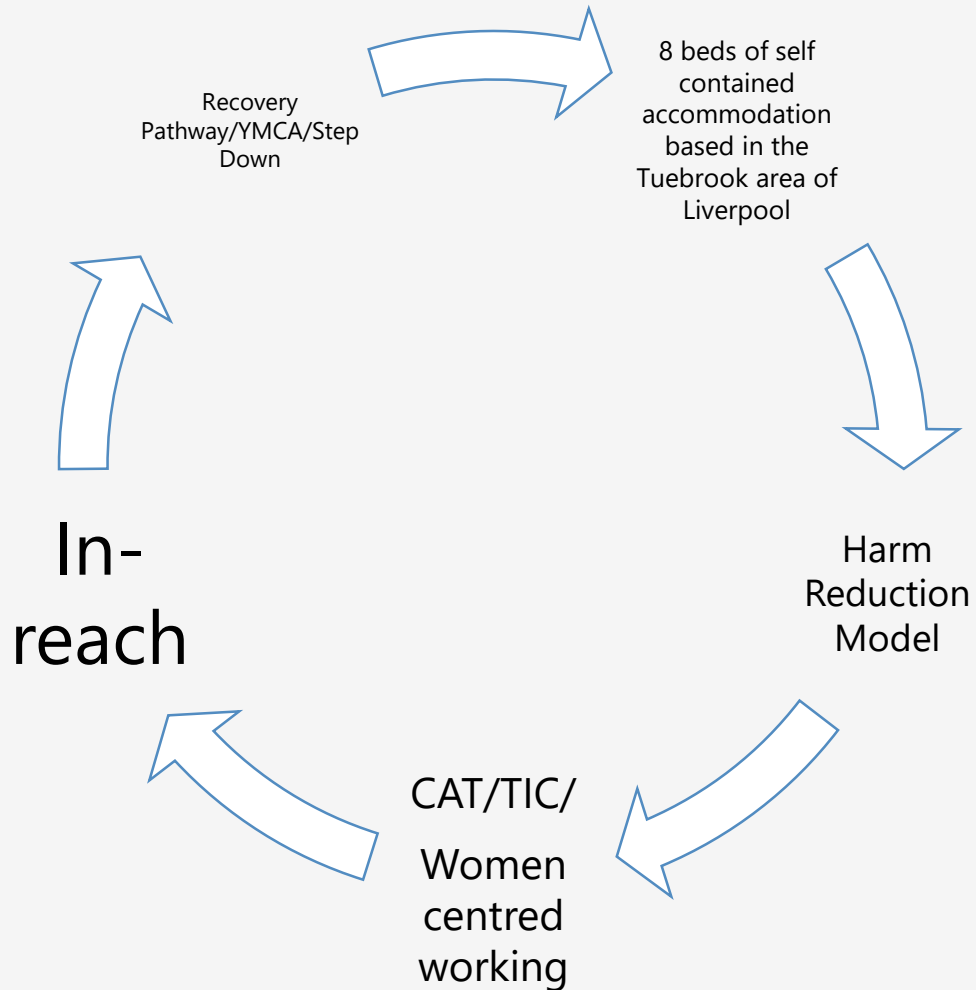


Residential Childcare (New Start Childcare): *comprising of three residential children's homes offering therapeutic residential care for young people between 10 and 18 years of age*



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Female Harm Reduction Service



Current partners in supporting our clients are:

- Being Better
- Whitechapel Rapid Rehousing Team
- Community Navigator Scheme
- New Beginnings
- Waves of Hope complex needs project
- Red Umbrella Project
- Armistead NHS/MerseyCare
- Merseyside Police
- Addaction
- Hope Centre NHS/MerseyCare
- Prescribing Authorities Brook Place/MerseyCare
- Community mental health teams
- Housing Options/Liverpool City Council/Public Health
- Brownlow Group Practice
- Liverpool YMCA
- Adult Learning Service
- Granby Community Partnership

Why IMS?

24/7 care

Volume
Interactions &
Interventions

Partnership
working

Monitoring
Performance

Findings and progress

Interventions Summary

Total Interventions	Clients with Interventions	Brief Interventions	Advice and Information	Health Screenings
1977	12	529	1443	5

What does this tell us?

- Since May 2019, all staff are now utilising the system to log all on site activity throughout their shifts
- A single resident can expect to receive an average of around 247 interventions from our service per quarter, this is without formal support planning with tasks and referrals out
- It tells us 'what support looks like' in terms of frequency for our service and for our residents
- We even map this with our residents to reflect and map the amount of effort, time and dedication both parties have shown in terms of building a therapeutic relationship

Analysing the data in practical terms

Even though the data looks promising for the volume and level of interactions within the service, a good manager will always interrogate the data to make improvements

This is where the IMS system is an excellent tool for service managers who are looking to build and improve on existing systems

Report	Meaningful Activity	Count
Social Issues: Offending	Meaningful Activity: Art	16
Social Issues: Other	Meaningful Activity: Cultural Event	1
Social Issues: Self Esteem	Meaningful Activity: Gardening	6
Social Issues: Social Connections	Meaningful Activity: Let's Cook	43
Social Issues: Wellbeing check 1	Meaningful Activity: Life Skills	7
Social Issues: Wellbeing check 2	Meaningful Activity: Music	1
Social Issues: Wellbeing check 3	Meaningful Activity: Other	48
	Meaningful Activity: Personal Development	9
	Meaningful Activity: Progressional	4
	Meaningful Activity: Social	23
	Meaningful Activity: Walking Group	3

Month	Year	Total Int
May	2019	1
June	2019	102
July	2019	676
August	2019	725

Other benefits & Roundup

Key worker performance monitoring

Individual Client progress and support
planning

Referral monitoring/partnership working

Questions?