

Changing Futures

Impact Evidence Pack - East Sussex



Changing Futures Sussex
www.changingfuturesussex.org.uk



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Changing Futures Sussex Client Profile

This page shows the demographical information of clients that are currently or have historically been beneficiaries of Changing Futures teams across Sussex.

Total Clients Nominated

845

Total Clients Accepted

525

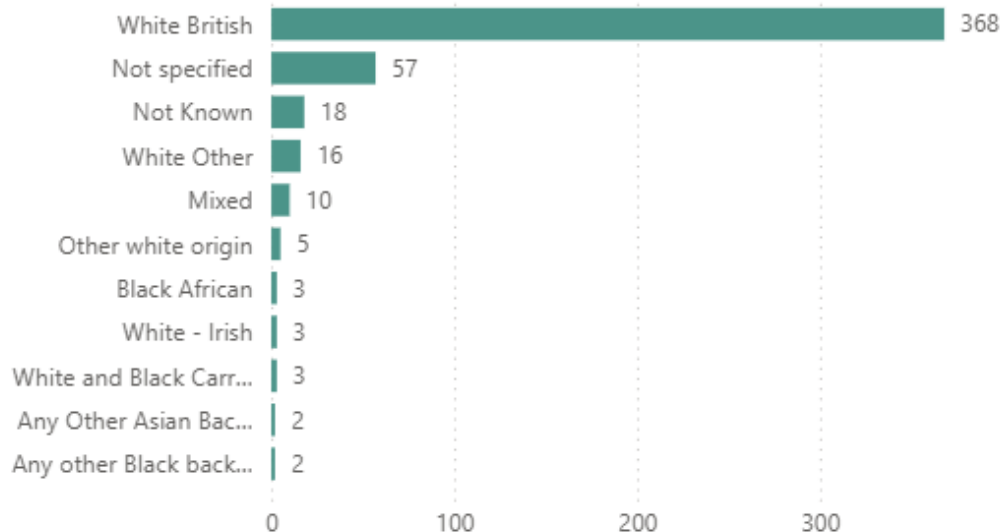
Total Clients Declined

320

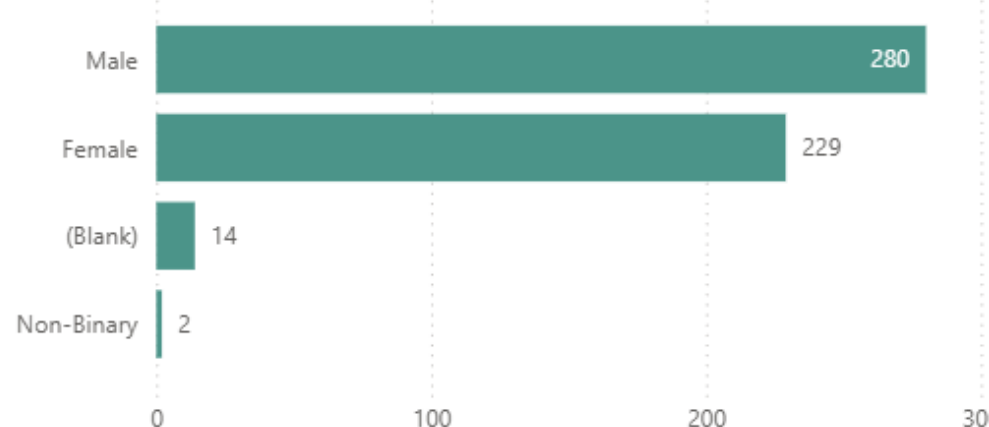
Current Clients (as of 31/03/26)

162

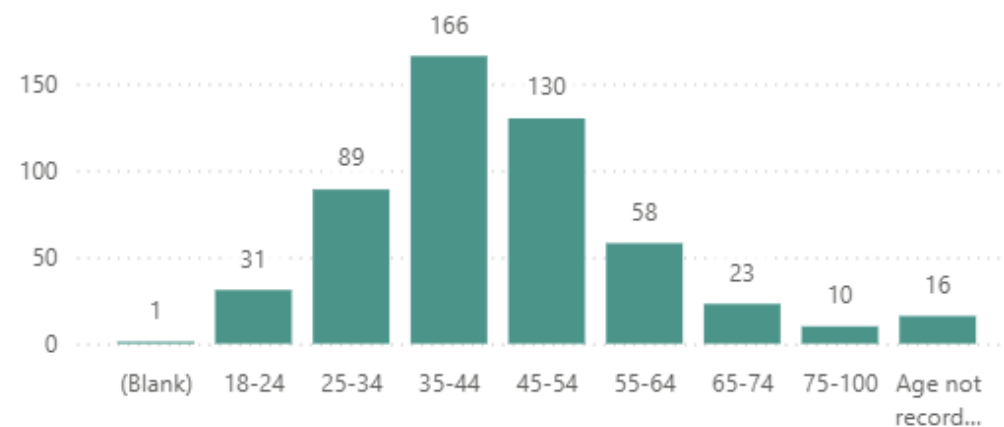
Client Ethnicity (Accepted Clients)



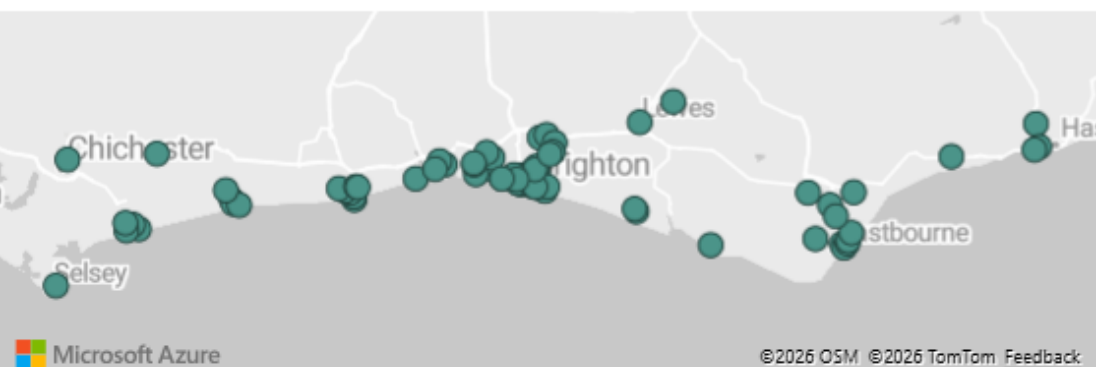
Client Gender (Accepted Clients)



Client Age Group (Accepted Clients)



Current Clients by Location



Typical client is male,
white British, aged 42

Total Clients Nominated

211

Total Clients Accepted

122

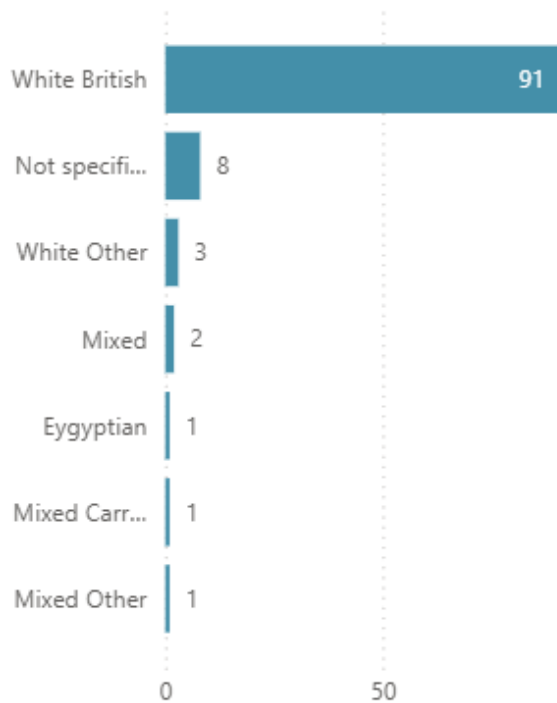
Total Clients Declined

89

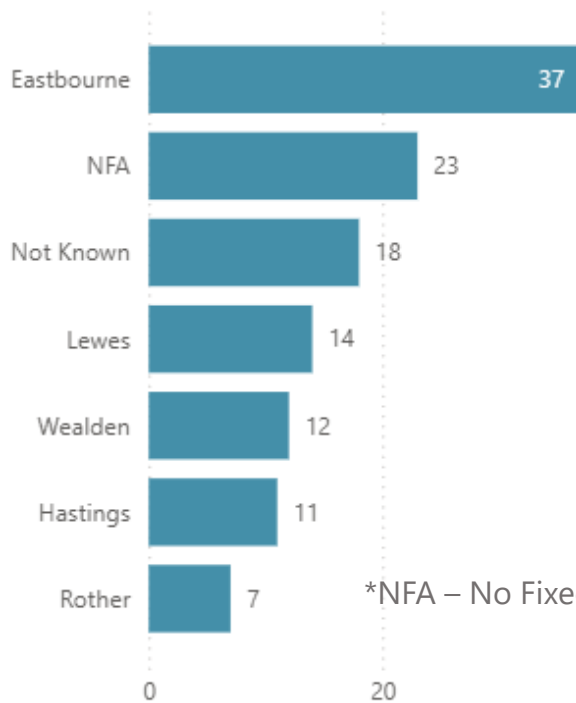
Current Clients (as at 31/03/26)

27

Client Ethnicity (accepted clients)

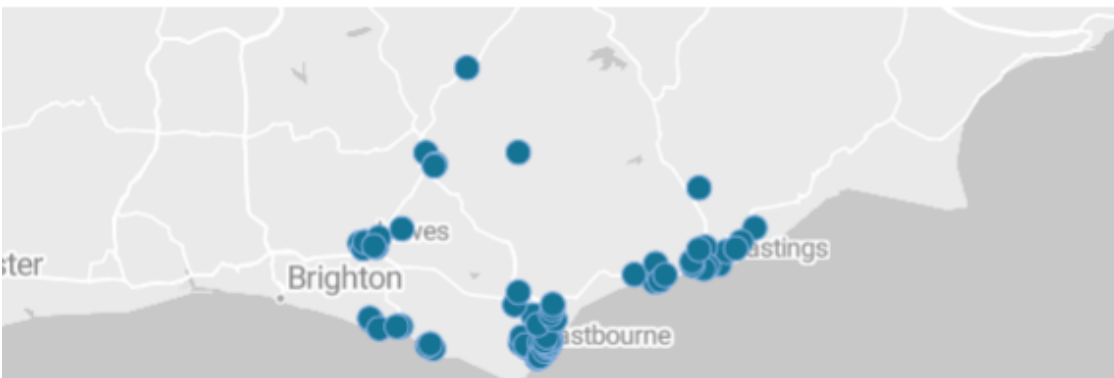
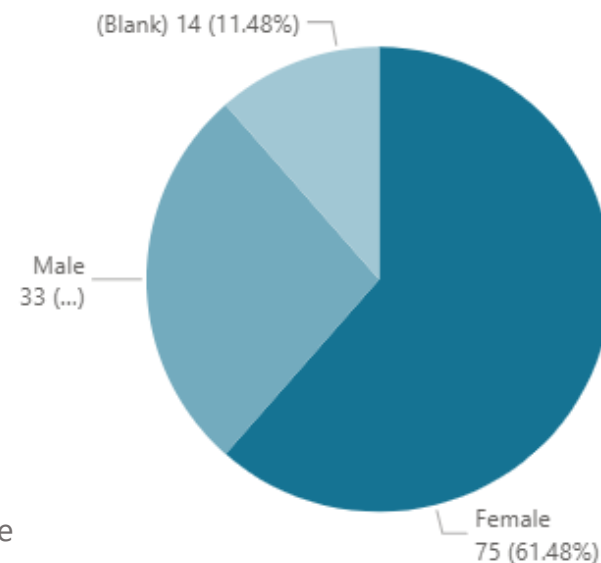


Client by District (Accepted Clients)



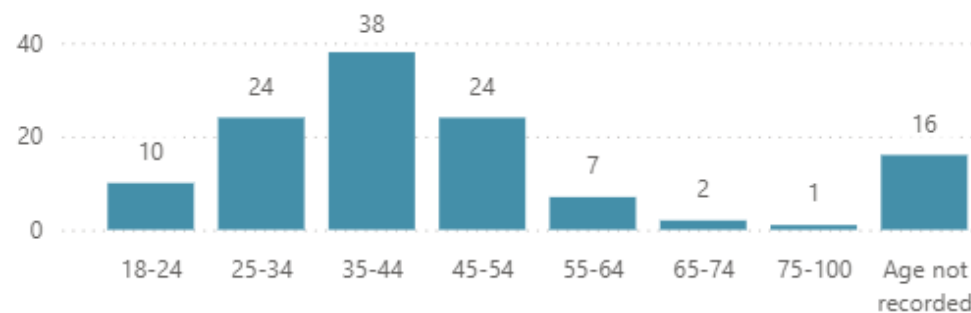
*NFA – No Fixed Abode

Client Gender (Accepted Clients)



Typical client is female, white British, aged 40

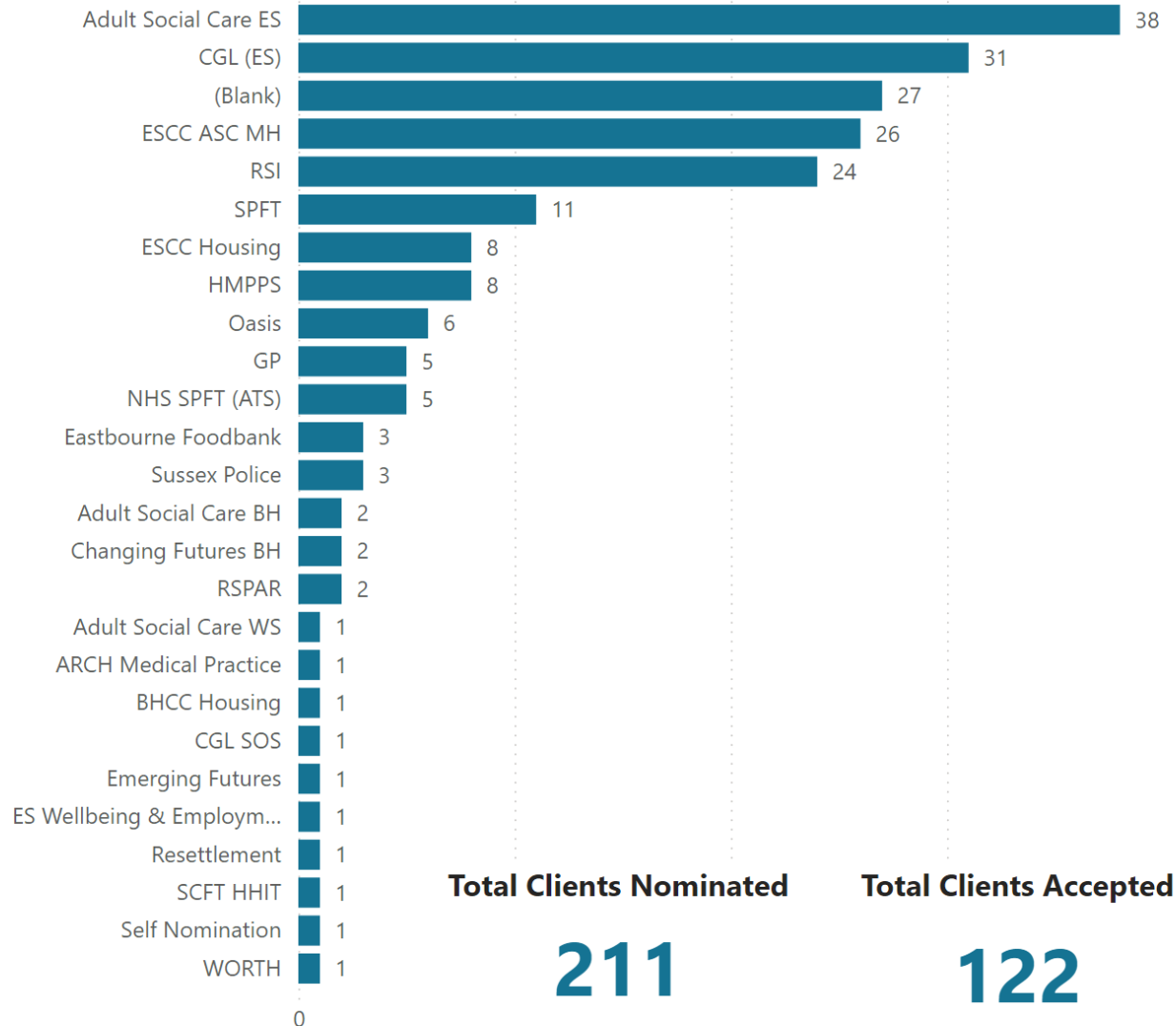
Client Age Group (Accepted Clients)



Client Nominations East Sussex

There have been a total of **211** nominations into the ES Changing Futures Programme from **60** agencies, since December 2022. On this page you can see the variety and geography of agencies that have nominated into Changing Futures and the numbers of nominations accepted over time.

Nominating Agencies



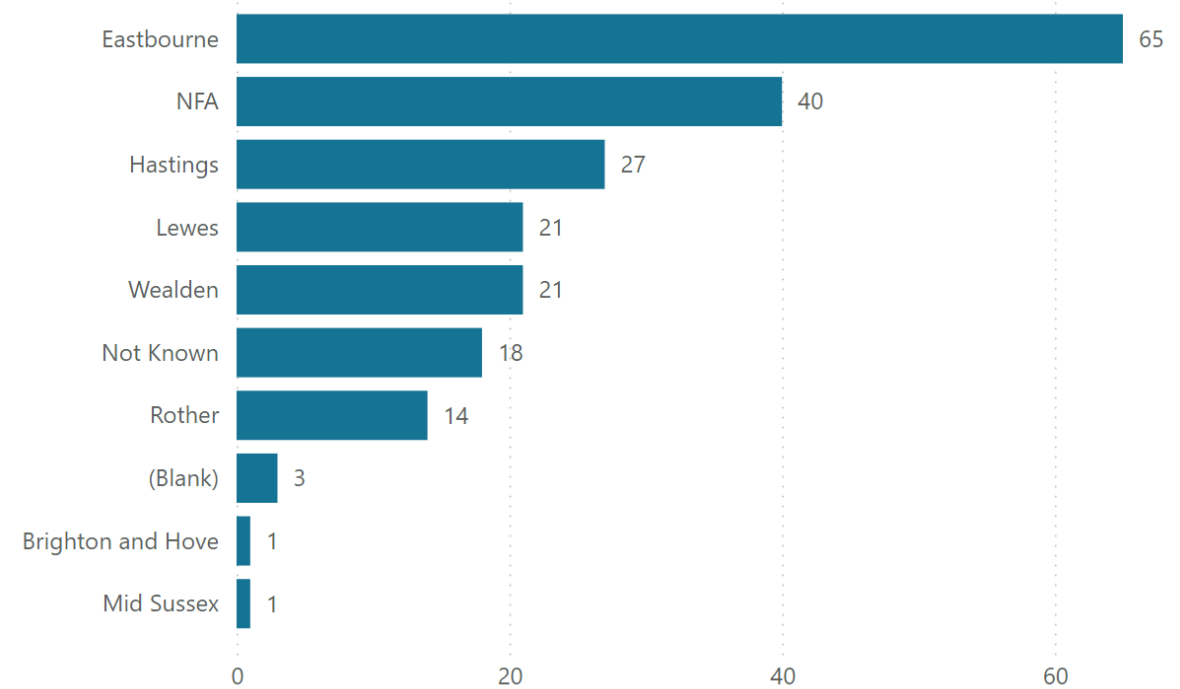
Total Clients Nominated

211

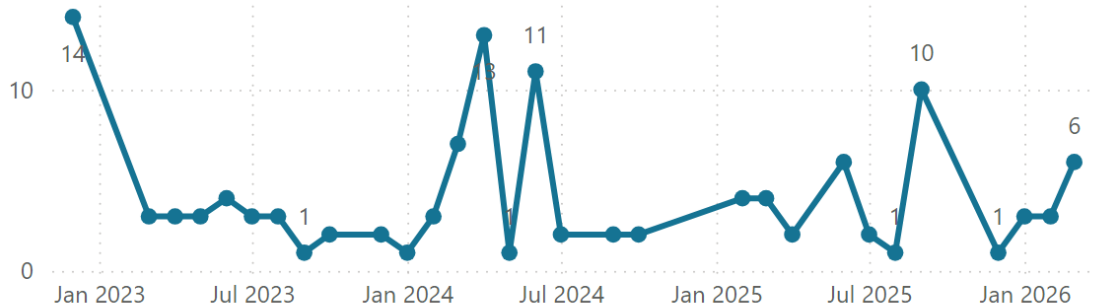
Total Clients Accepted

122

Nomination by District



Accepted Nominations Over Time



Co-Working across the Caseload

East Sussex

Filter by CF Area

East Sussex

27

Clients as at 31/03/2026



Joint working with the Multi-Disciplinary Teams is a proven way to address complexity in needs.

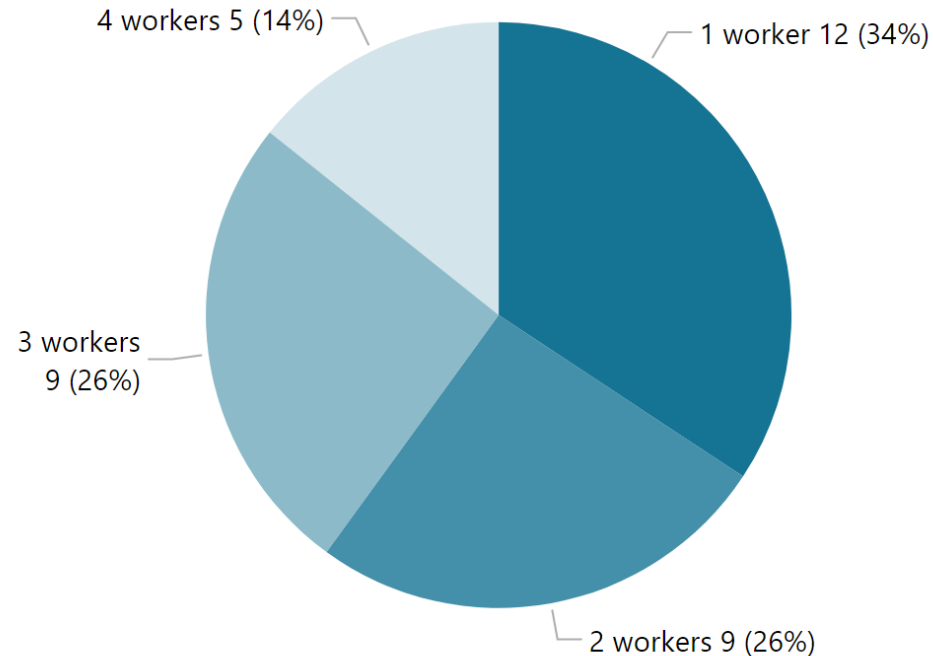
Many of the roles in our teams offer specialist skills in recovery, domestic violence or physical or mental health, for example.

Around half our clients have more than one worker engaged in their care, and a significant proportion are supported by Peer Workers with Lived Experience of MCN.

The value of Peer Support cannot be overstated, and we have commissioned an independent evaluation into how Peer Support greatly improves outcomes for individuals in terms of recovery, engagement with services and building trust and rapport.

You can read the report [HERE](#).

Clients and Co-Working



"[My] Changing Futures Worker and Emerging Futures worker have proved essential to my ongoing recovery. Both of them have gone above and beyond..."

Changing Futures Client

"My Peer Navigator and the Specialist Women's Worker... have given me confidence, helped me blossom... have fulfilled an emptiness..."

Changing Futures Client

"If it wasn't for [CF Worker] support *and* [CGL Worker] I don't know where I'd be... I know I can be difficult... I really appreciate this."

Changing Futures Client

2.20

Average Workers per Client

66%

of clients with > 1 Worker

23

Clients with > 1 Worker

20

Open clients with Peer Support

Multiple Compound Needs

East Sussex MDT

This page shows the numbers of clients that presented at nomination with each of the five multiple compound needs across all current / historic clients of CF in East Sussex.

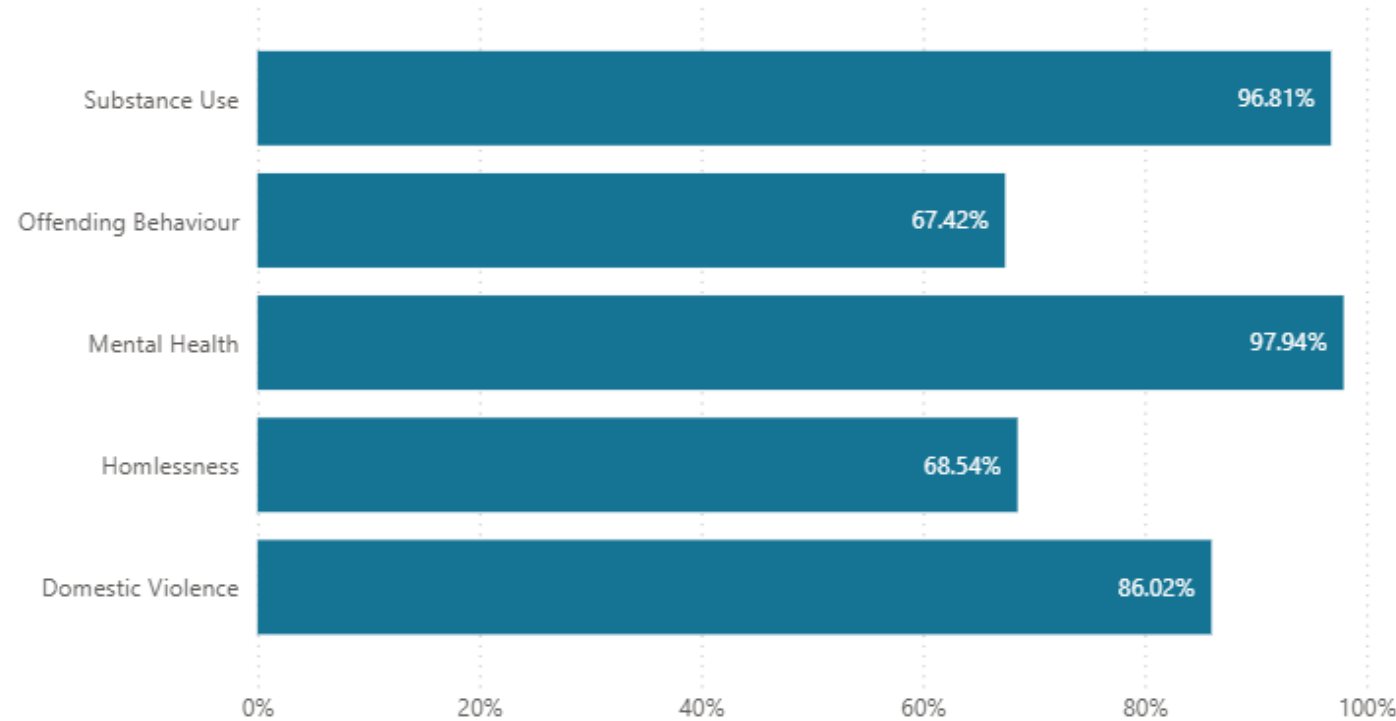
Open / Closed

Multiple selections

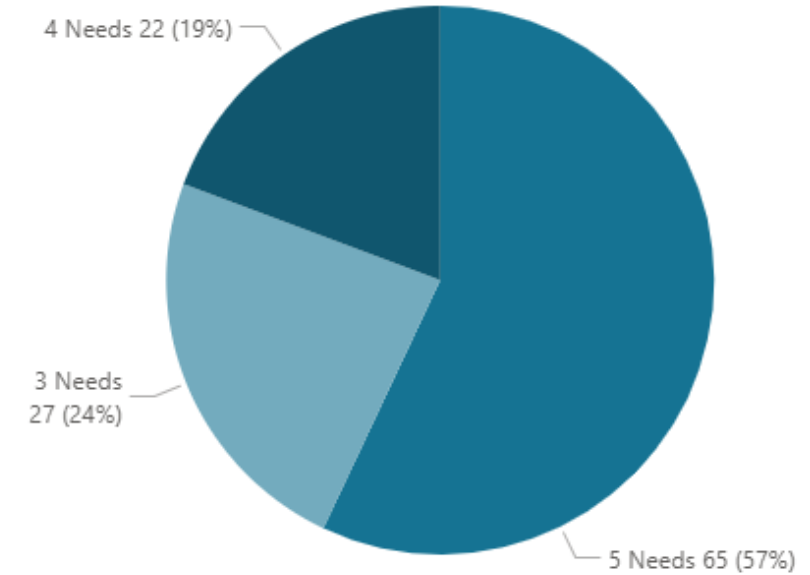
Changing Futures Area

Multiple selections

Presenting Needs



Count of Multiple Need at Nomination



97%

Substance Use



98%

Mental Health



69%

Homelessness



86%

Domestic Violence



67%

Offending Behaviour

Co-Occurring Needs

East Sussex

This page highlights the most prevalent combination of need in the East Sussex Cohort, and gives information about the number of clients affected

121

Total Clients

The most common co-occurring needs among the Changing Futures cohort is a combination of:



Substance use



Domestic Violence & Abuse



Mental Health

79

Clients experiencing DVA, SU & MH

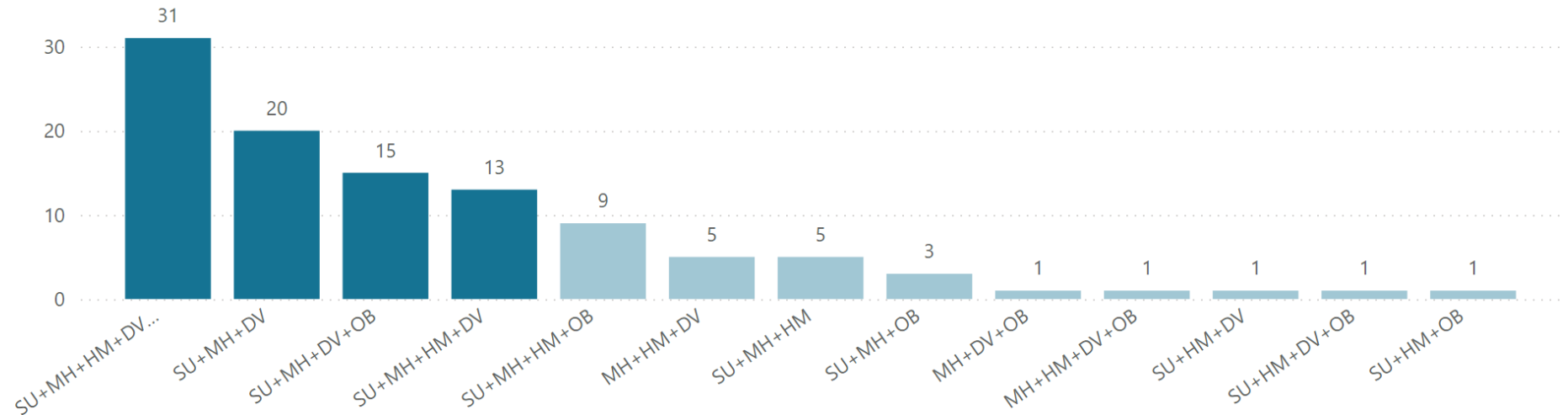
56%

of clients on current caseload

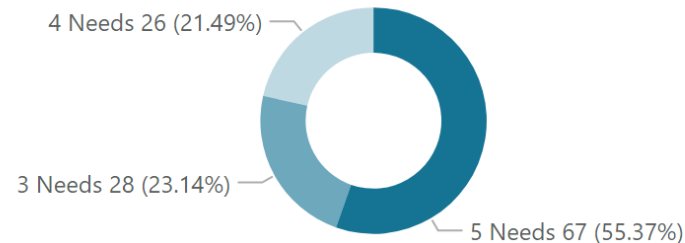
56%

of clients on current / historic caseload

Needs Combinations



Count of Multiple Need



Most people supported by Changing Futures face high levels of multiple, intersecting needs. With over half (56%) facing all five needs simultaneously, the data shows that people with multiple compound needs require coordinated, multi-agency support.

Client Mortality

East Sussex

41

Average Age (Deceased Clients)

0.90

Deaths Per Year

There have been **3** clients deceased whilst on the caseload since the start of service delivery in March 2023 (**37** months). On the right you can see a profile of those clients that have died whilst working with Changing Futures.

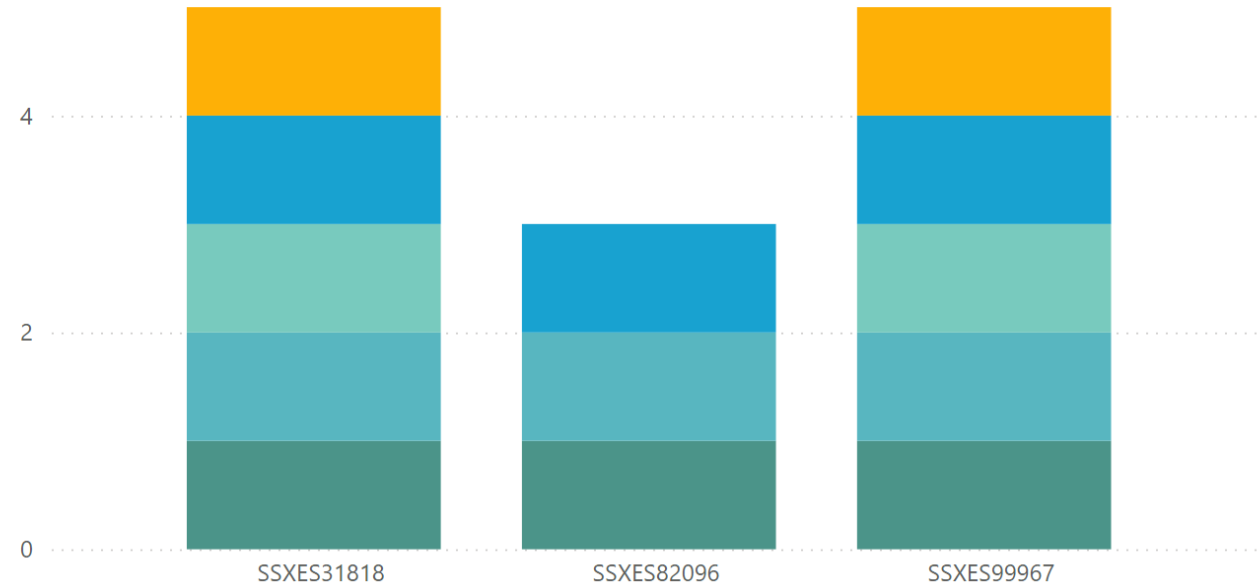
Data from the Office for National Statistics (ONS) Health Inequalities show that those experiencing multiple disadvantage have, on average, twice the mortality rates than those not experiencing MCN. For the East Sussex Caseload of **121** this equates to:

- For the general UK adult population this equates to approximately **1.09 deaths per year** (Source OHID - [Recent Mortality Trends in England](#))
- For people with MCN: approximately **2.18 deaths per year** (Source: ONS [Health Inequalities](#))

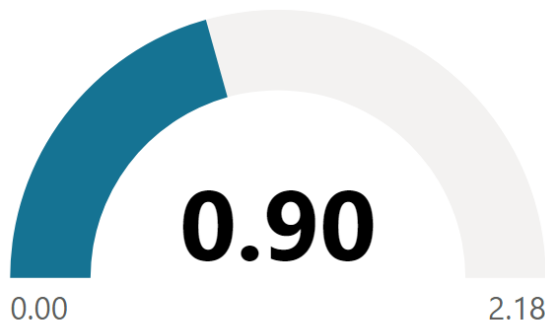
We can see that the rate of death for CF clients across Sussex is **0.90 per year** - **below the rates for the general adult population with MCN.**

Needs Profile of Deceased Clients

● MH ● SU ● H'LESS ● DVA ● CJ



Client death actual against MCN average



CF Unique ID	Age	Gender	Area	Date Closed	Months on Caseload	Notes
SSXES99967	37	Female	East Sussex	30 September 2024	5	Organ failure - Impacted by Alcohol Dependency
SSXES82096	55	Female	East Sussex	09 January 2025	9	Not Known - Coroner did not know cause of death
SSXES31818	30	Male	East Sussex	01 July 2025	4	Unknown - subject to Coroners adjudication

New Directions Team Assessment

NDTA Outcome Measure Analysis

PDF Version - December 2025



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New Directions Team Assessment (NDTA)

The NDTA (New Directions Team Assessment) is an assessment of risk in areas likely to cause harm to an individual's health and wellbeing. Scores are recorded monthly by keyworkers, reflecting on the interactions that they have had with the client over the past month. Scores range from 0 to 4 or 6. The higher the score the greater the risk.

For example under the category of Alcohol and Drug use the scores range from 0 (defined as '*Abstinence; no use of alcohol or drugs during rating period*') to 4 (defined as '*Drug/alcohol dependence; daily abuse of alcohol or drugs which causes severe impairment of functioning; inability to function in community secondary to alcohol/drug abuse; aggressive behaviour to others; criminal activity to support alcohol or drug use.*')

In some areas, scores have been collated for clients since December 2022. The NDTA records scores in the following ten areas of risk:

- 1) Engagement with frontline services
- 2) Intentional self-harm / suicide
- 3) Unintentional self-harm
- 4) Risk to others
- 5) Risk from others
- 6) Stress and anxiety
- 7) Social effectiveness
- 8) Alcohol / drug use
- 9) Impulse control
- 10) Housing

These can be grouped into six categories of risk:

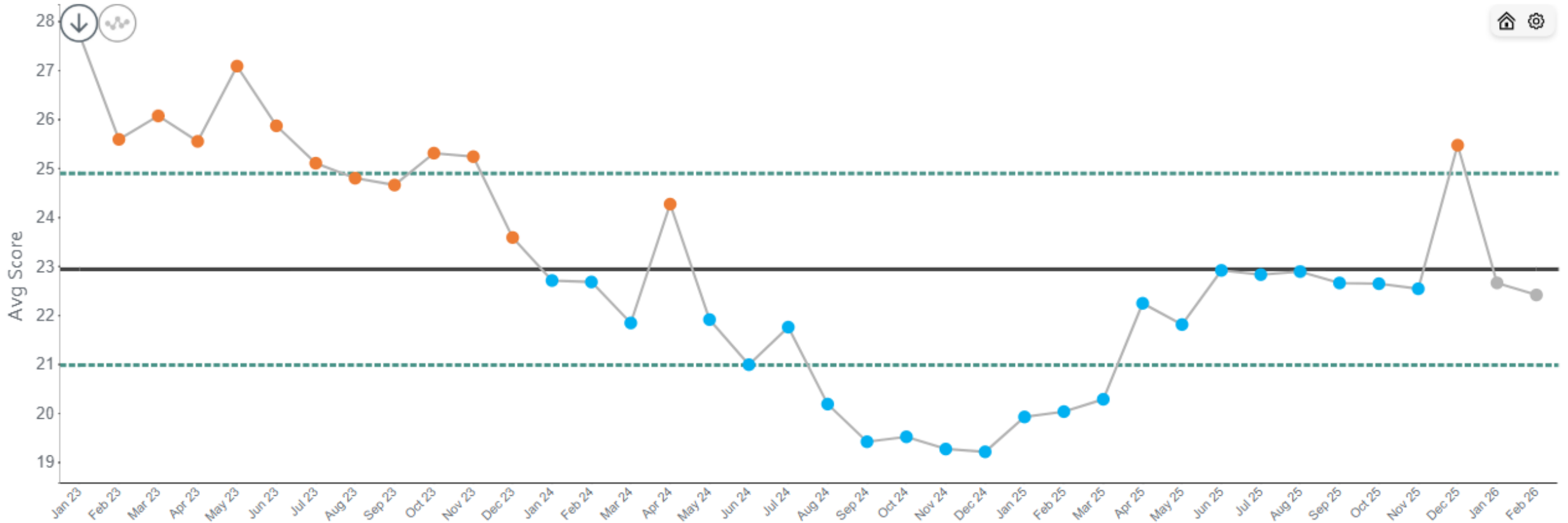
- 1) Engagement
- 2) Physical safety - Intentional & Unintentional self-harm , Risk to and from others
- 3) Wellbeing- Stress and anxiety, Social effectiveness
- 4) Substance Use - Substance use, Impulse control
- 5) Housing
- 6) Criminal Justice

The visuals in this section represent scores recorded from Dec 22.

Overall NDTA Scores

This visual represent the overall average NDTA scores from Jan 2023 to present. The chart is an Statistical Process Control Chart, the centre black line is the mean of the average score. The charts identifies trends in the data over time (the yellow and blue dots) and measures them against upper and lower control limits (the dotted lines). We know that the scores with our cohort of clients can vary widely due to a range of factors outside of the control of the keyworkers recording the scores. This chart helps us to identify the outlying data (when for example a number of the cohort may have been in particular crisis) that goes against the trend and can therefore be excluded from the sample or used as a data point highlighting the variance in data from month to month.

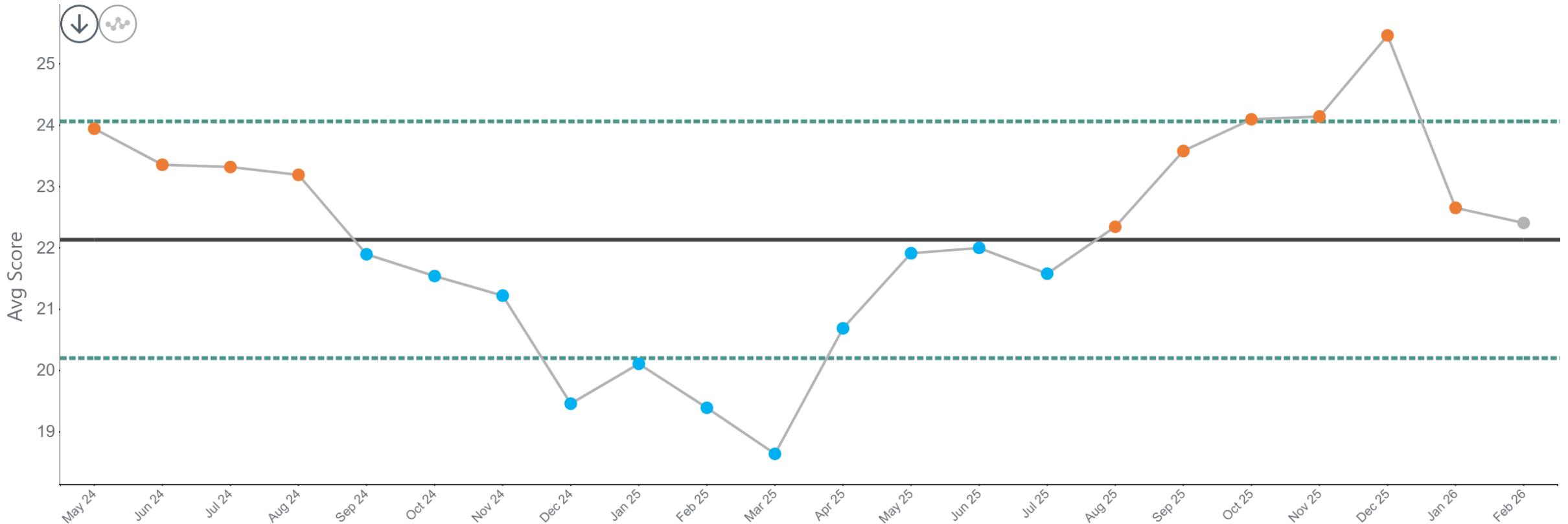
Overall Average NDTA Score



Overall NDTA Scores - East Sussex

This visual represent the overall average NDTA scores from May 2024 to present. The chart is an Statistical Process Control Chart, the centre black line is the mean of the average score. The charts identifies trends in the data over time (the yellow and blue dots) and measures them against upper and lower control limits (the dotted lines). We know that the scores with our cohort of clients can vary widely due to a range of factors outside of the control of the keyworkers recording the scores. This chart helps us to identify the outlying data (when for example a number of the cohort may have been in particular crisis) that goes against the trend and can therefore be excluded from the sample or used as a data point highlighting the variance in data from month to month.

Overall Average NDTA Score

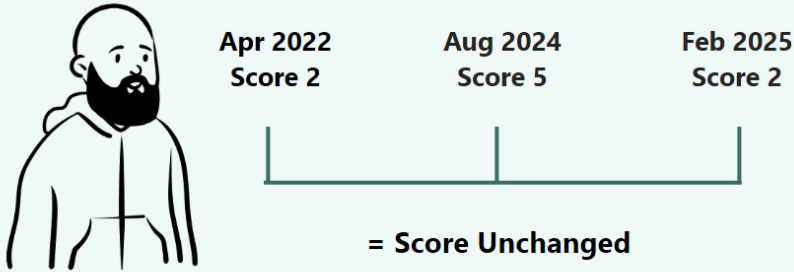


Increase / Decrease in NDTA Scores over Time

East Sussex

This chart maps the relationship in scores for individual clients at two points in time. It checks the first score recorded and the latest score and calculates if the score has decreased, increased or remain unchanged.

For example, Ben had the following scores over time:



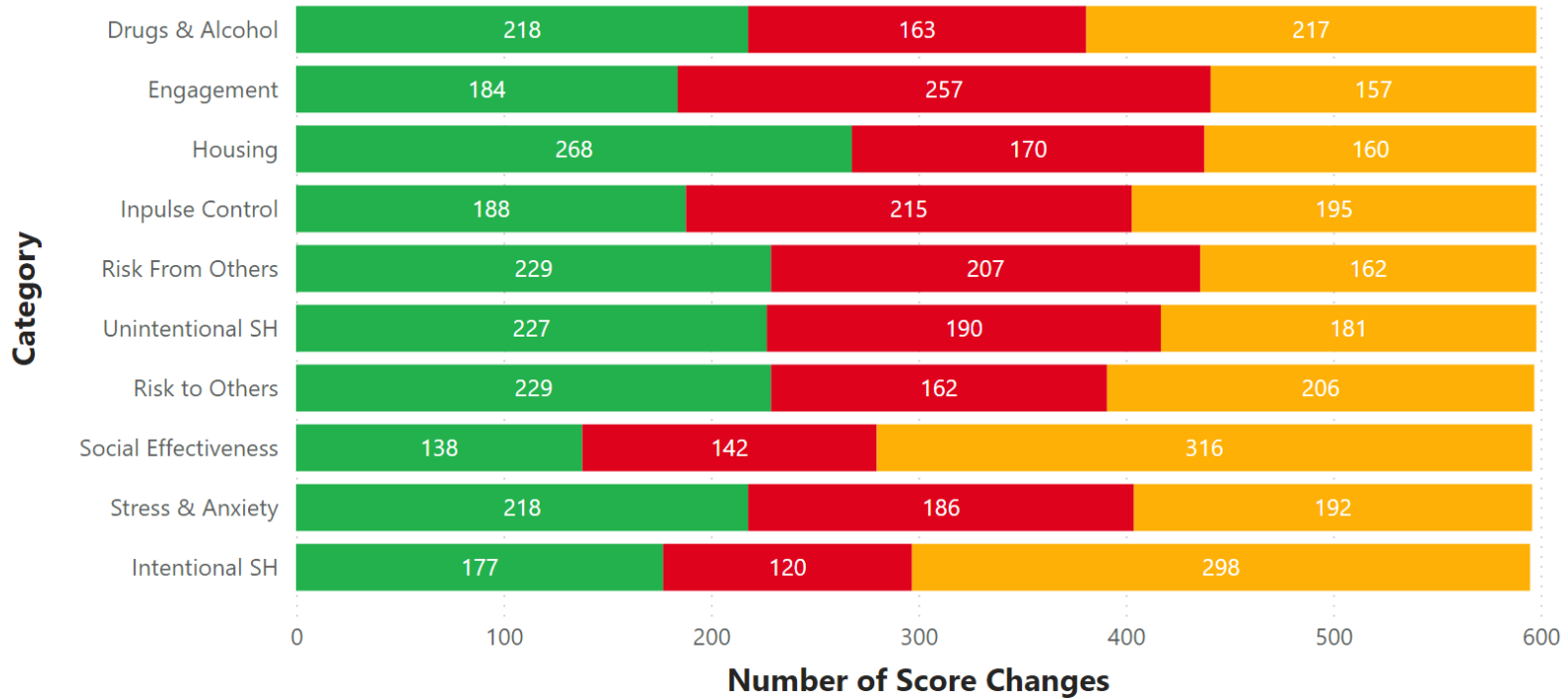
Ben's scores are registered as unchanged, even though the score increased in between, but the line graphs we have in the following pages account for these in between changes.

From this we can extract the areas in which we have had greatest success in lowering scores and the areas in which we have had least success. It also allows us to highlight those areas of risk in which clients are more likely to remain unchanged.

This in turn could shape priorities for our teams in the coming year...

Number of Score Changes

Score Change ● Decrease ● Increase ● Unchanged



As we can see, the **greatest success in decreasing scores** is in the domains of **Housing, Engagement & Stress and Anxiety and Self Harm**. Clients are at least twice as likely to have a decreasing score than increasing.

The **least success** has been in decreasing the **Drug and Alcohol** scores. The chart highlights that in this domain, clients are almost twice as likely to have unchanged scores.

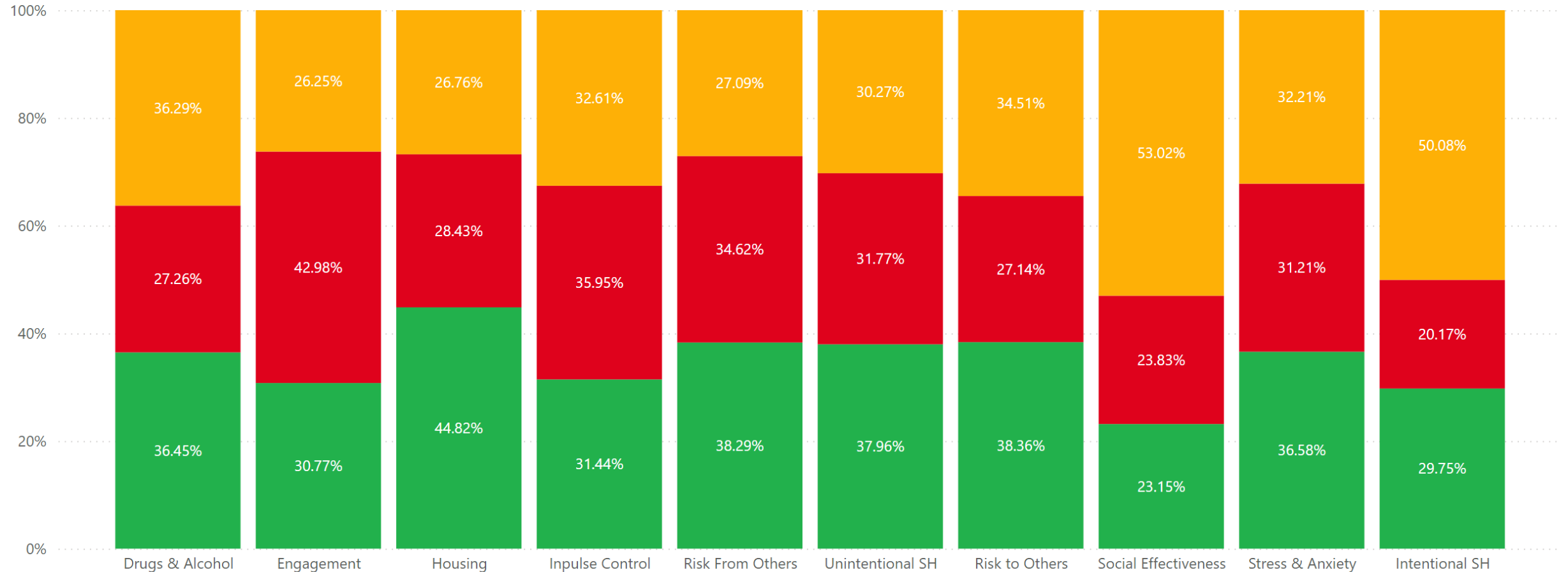
Percentage Increase / Decrease in NDTA Scores

Filter by area

NDTA - EAST



% Increase / Decrease in Scores

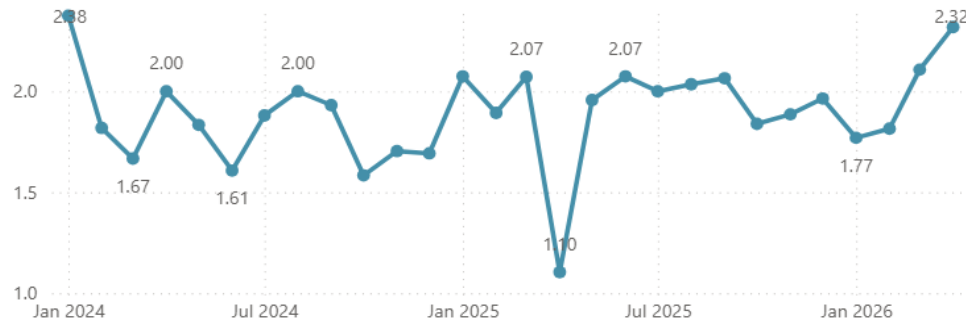


This chart highlights the individual categories within the NDTA and shows the percentage of scores overall that have **decreased**, **increased**, or remain **unchanged**.

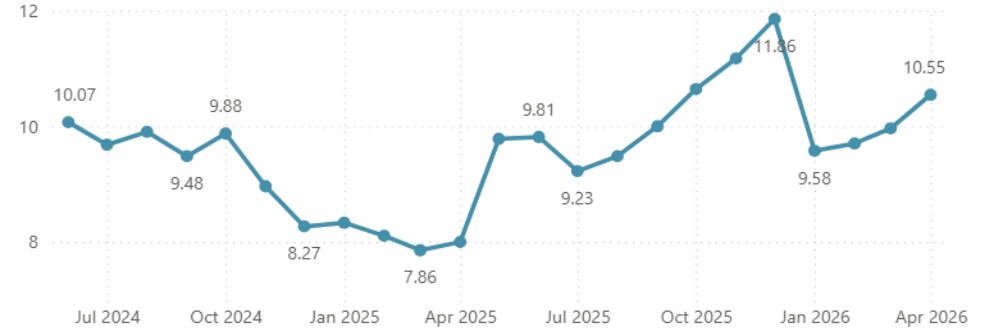
The greatest reduction in risk is in the domain of **Housing** with **43%** of clients experiencing improving scores. The smallest reduction is in **Social Effectiveness** with **23%** of clients experiencing improving risk scores.

East Sussex Scores Overview

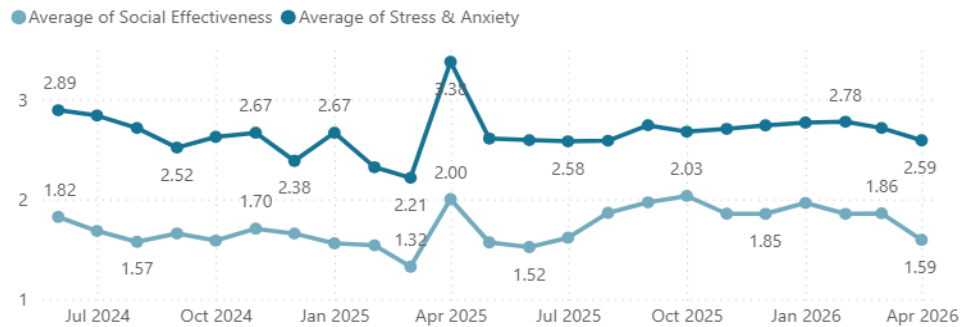
Overall Average Engagement Scores ES



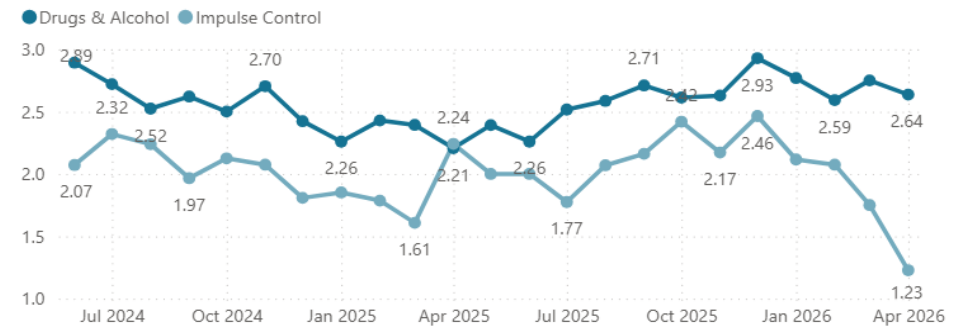
Average Physical Safety Scores ES



Average Wellbeing Scores ES



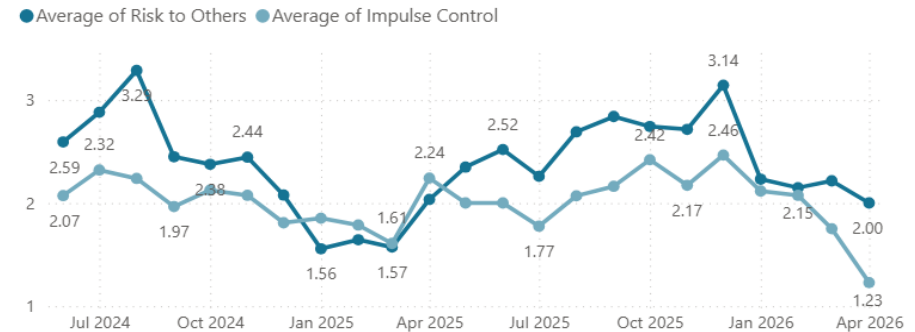
Average Substance Use Scores ES



Average Housing Scores ES



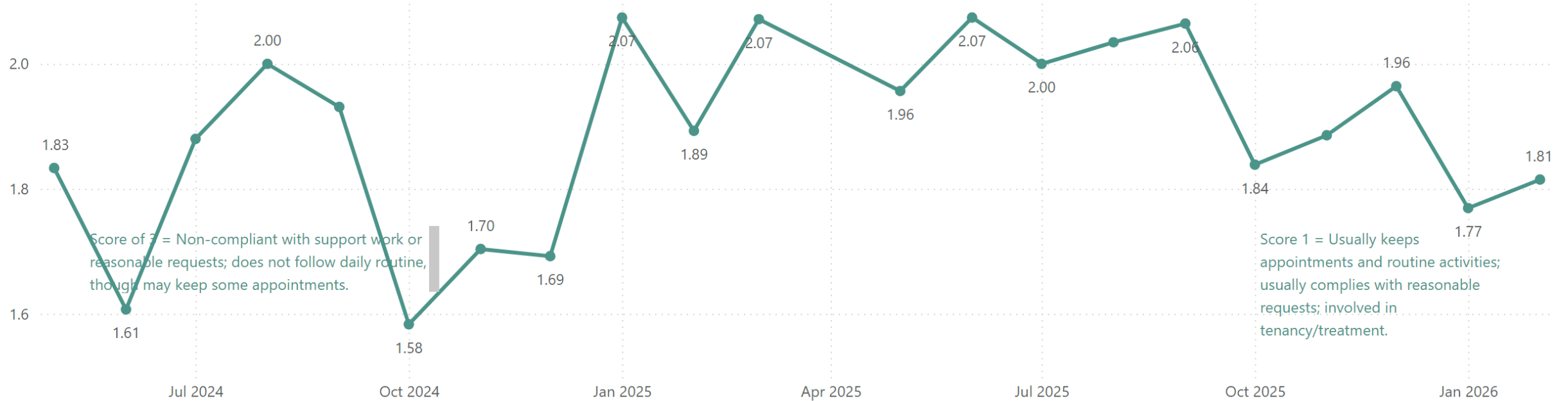
Average Risk to Others / Impulse Control - ES



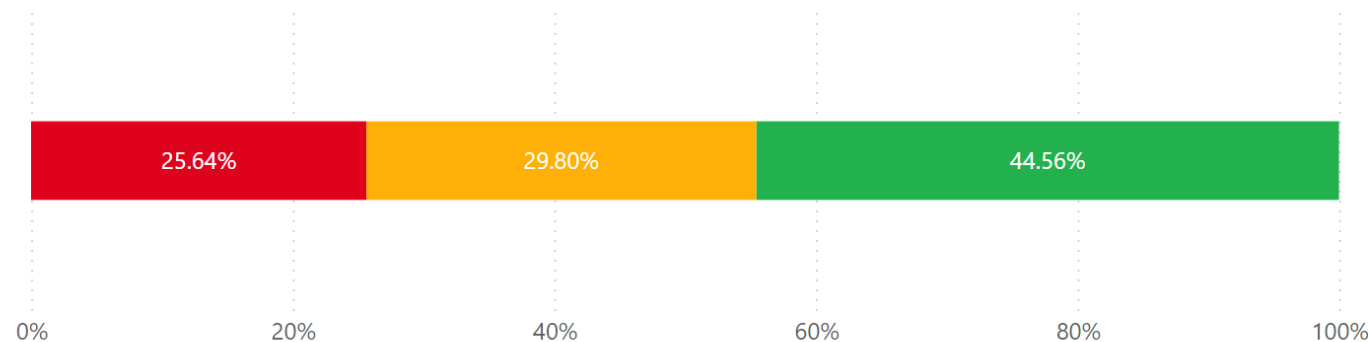
Overall Engagement Scores - East Sussex

This page shows the average of the scores for client engagement with CF across all areas and includes a chart that highlights the percentage of scores that have increased or decreased.

Average Engagement Scores



Engagement Score Changes



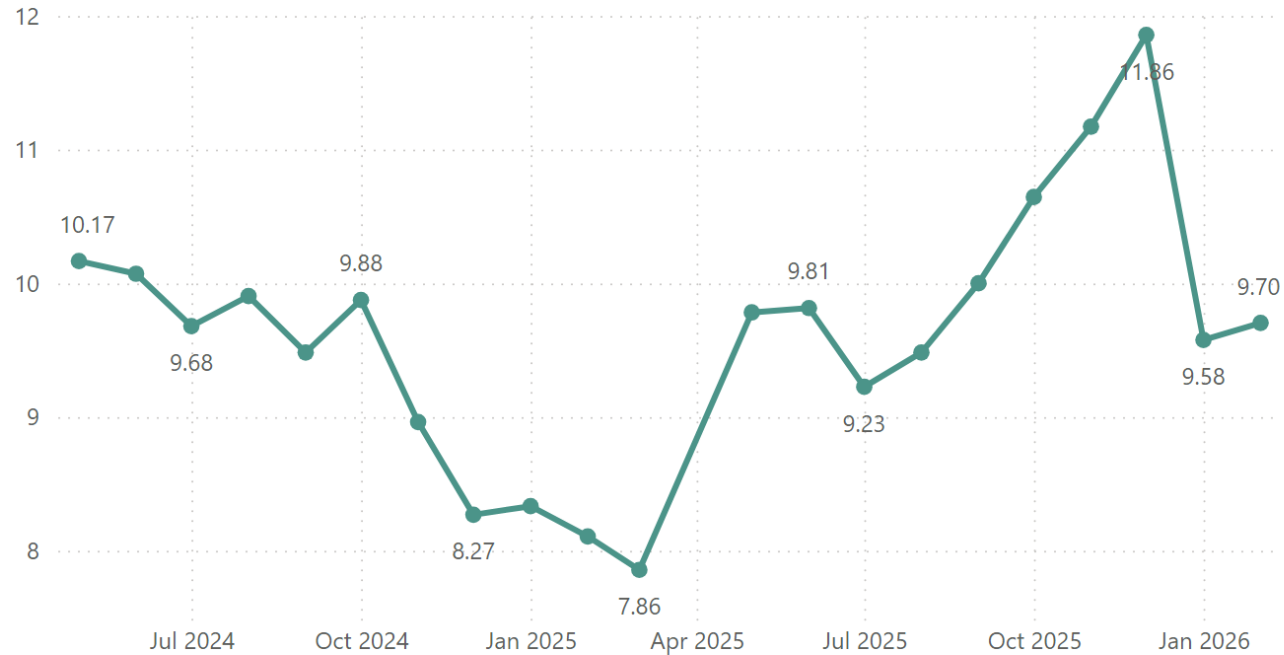
This chart highlights the percentage of engagement scores that have **decreased**, **increased**, or remain **unchanged**.

NB. Decreased score are good, representing a decreased assessment of risk

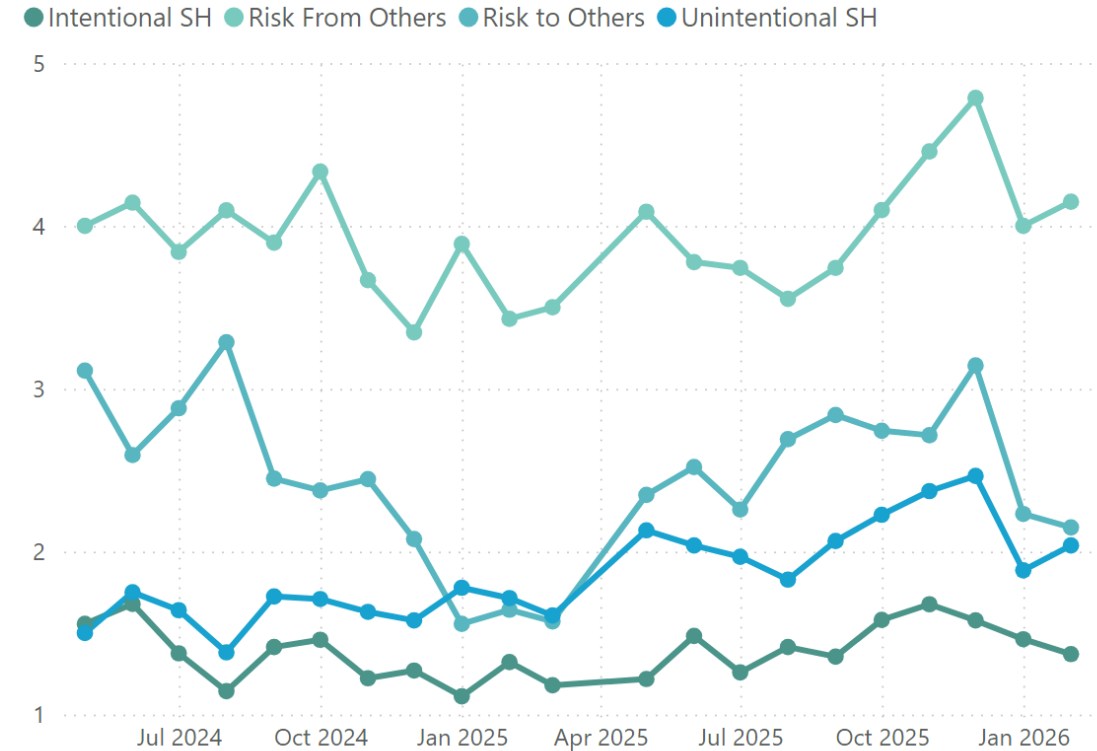
Overall Physical Safety Scores - East Sussex

This page shows the average of the physical safety scores (Intentional & Unintentional self-harm , Risk to and from others) across all CF areas.

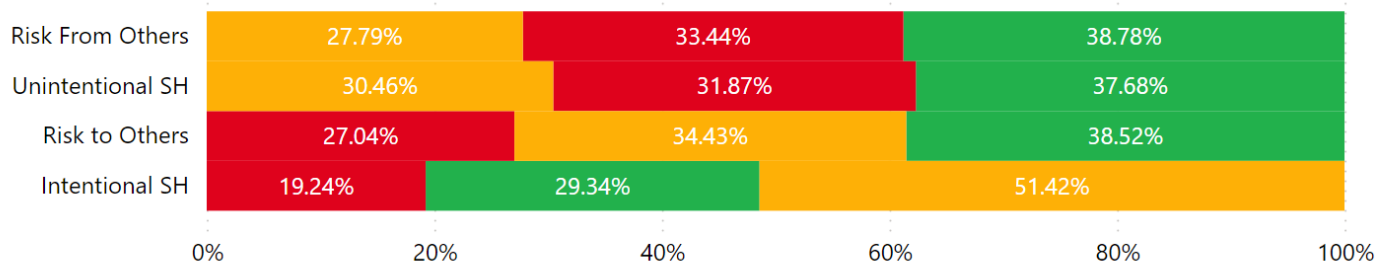
Average Physical Safety Scores



Average Physical Safety Scores



Physical Safety Score Changes



This chart highlights the percentage of physical safety scores that have **decreased**, **increased**, or remain **unchanged**.

NB. Decreased score are good, representing a decreased assessment of risk

Overall Wellbeing Scores - ES

This page shows the average of the wellbeing scores, (Stress and Anxiety, and Social Effectiveness) across all CF areas.

Stress & Anxiety

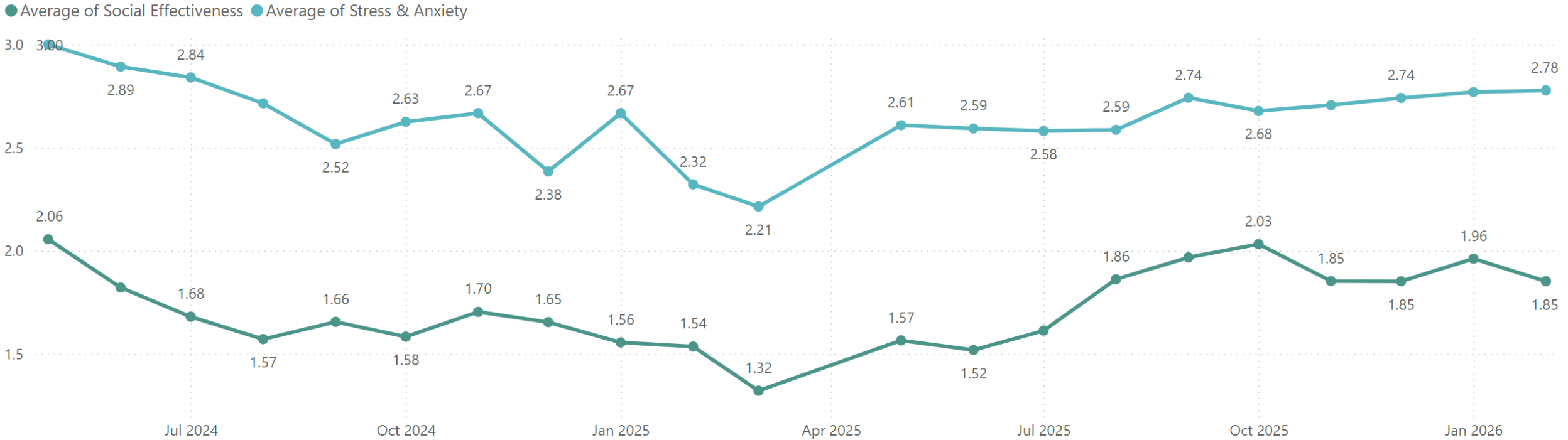
High score = Severe reactivity to stressors, self-destructive, antisocial, or have other outward manifestations

Low score = Normal response to stressors

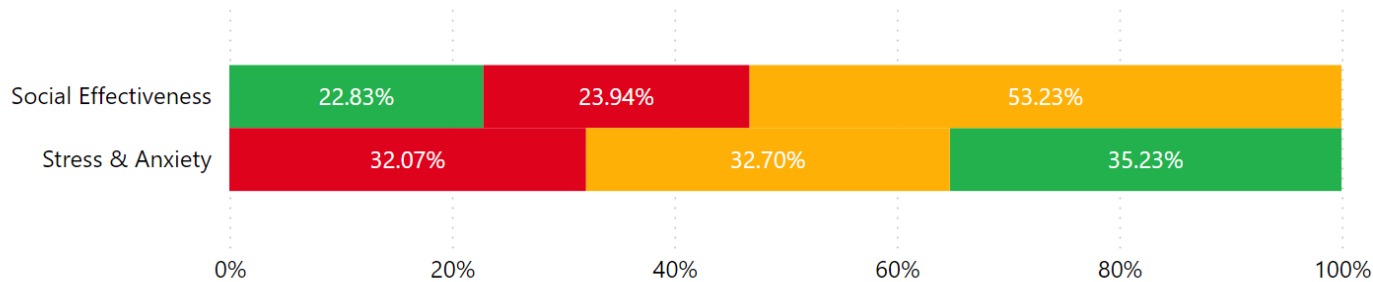
Social Effectiveness

High score = Lacking in almost any social skills; inappropriate response to social cues; aggressive

Low score = Social skills are within the normal range



Wellbeing Score Changes



This chart highlights the percentage of wellbeing scores that have **decreased**, **increased**, or remain **unchanged**.

NB. Decreased score are good, representing a decreased assessment of risk

Substance Use Scores - ES

This page shows the average of the substance use scores (Drugs and Alcohol & Impulse Control) across all CF areas. Use the buttons to show more detail regarding each CF area.

Drugs & Alcohol

Score 4 = Drug/alcohol dependence; daily abuse of alcohol or drugs which causes severe impairment of functioning; inability to function in community secondary to alcohol/drug abuse; aggressive behaviour to others; criminal activity to support alcohol or drug use.

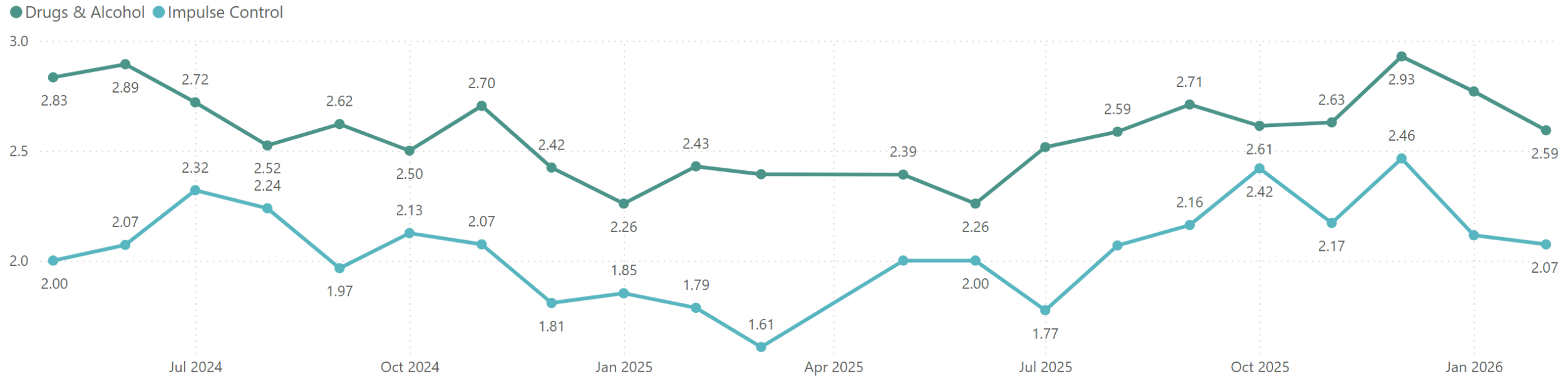
Score 2 = Some use of alcohol or abuse of drugs with some effect on functioning; Sometimes inappropriate to others

Impulse Control

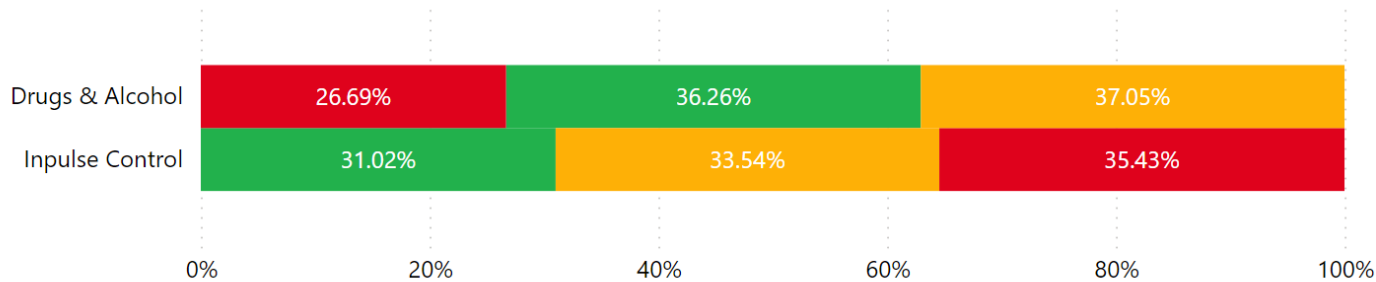
Score 3 = Impulsive acts which are fairly often and/or of moderate severity

Score 2 = Some temper outbursts/aggressive behaviour; moderate severity; at least one episode of behaviour that is dangerous or threatening

Overall Average Substance Use Scores



Substance Use Score Changes



This chart highlights the percentage of substance use scores that have **decreased**, **increased**, or remain **unchanged**.

NB. Decreased score are good, representing a decreased assessment of risk

Housing Scores - ES

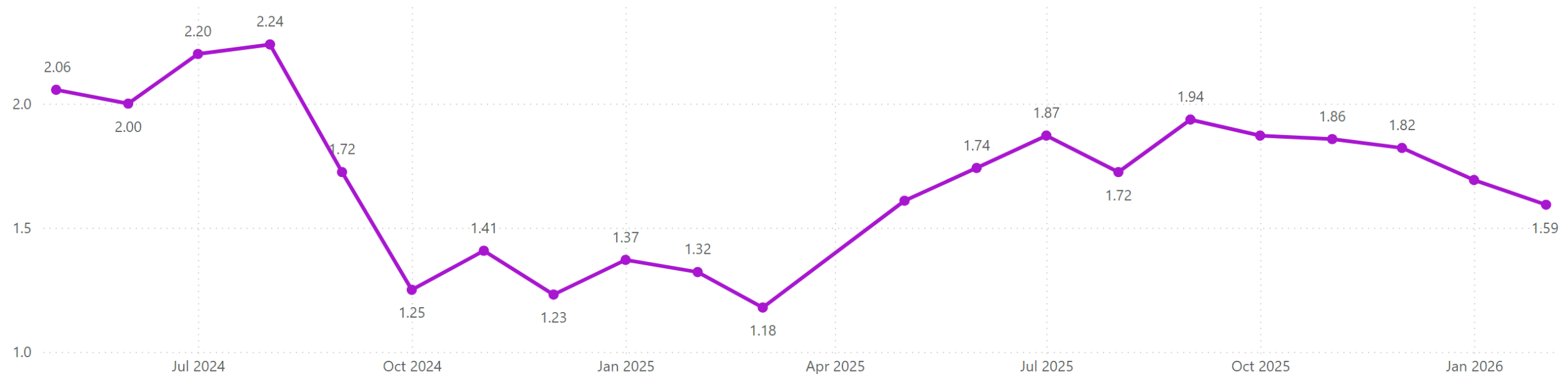
This page shows the average of the housing scores across all CF areas. The buttons to show more detail regarding each CF area.

A Score of 4 represents - Rough sleeping; living in high risk exploitative accommodation under coercive arrangements.

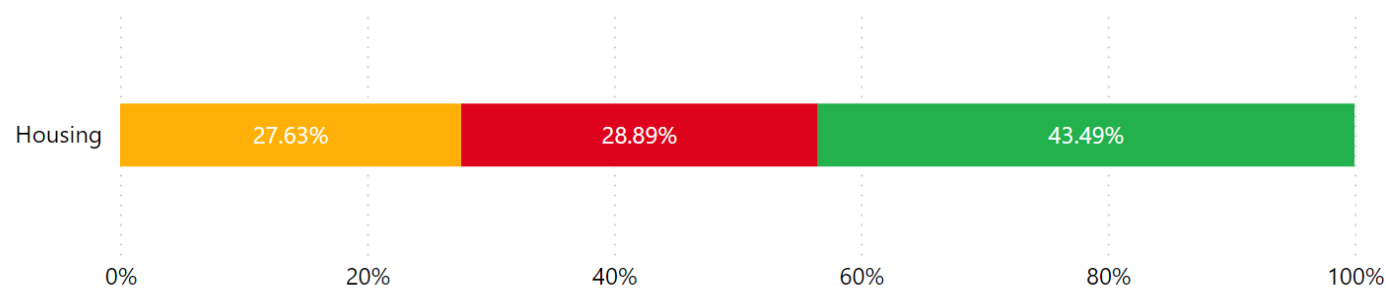
A Score of 3 represents - Immediate risk of loss of accommodation; living in short-term /temporary accommodation; squatting; "sofa surfing"; high housing support needs

A Score of 2 represents - Living in short-term / temporary accommodation; medium to high housing support needs

Overall Average Housing Scores



Housing Score Changes



This chart highlights the percentage of housing scores that have **decreased**, **increased**, or remain **unchanged**.

NB. Decreased score are good, representing a decreased assessment of risk

Criminal Justice Scores - ES

This page shows the average scores around involvement with the criminal justice system

Risk to others

Score of 4 represents 'Risk to property and/or minor risk to physical safety of others.'

Score of 1 represents 'Antisocial behaviour e.g. street drinking, begging, noisy neighbours.'

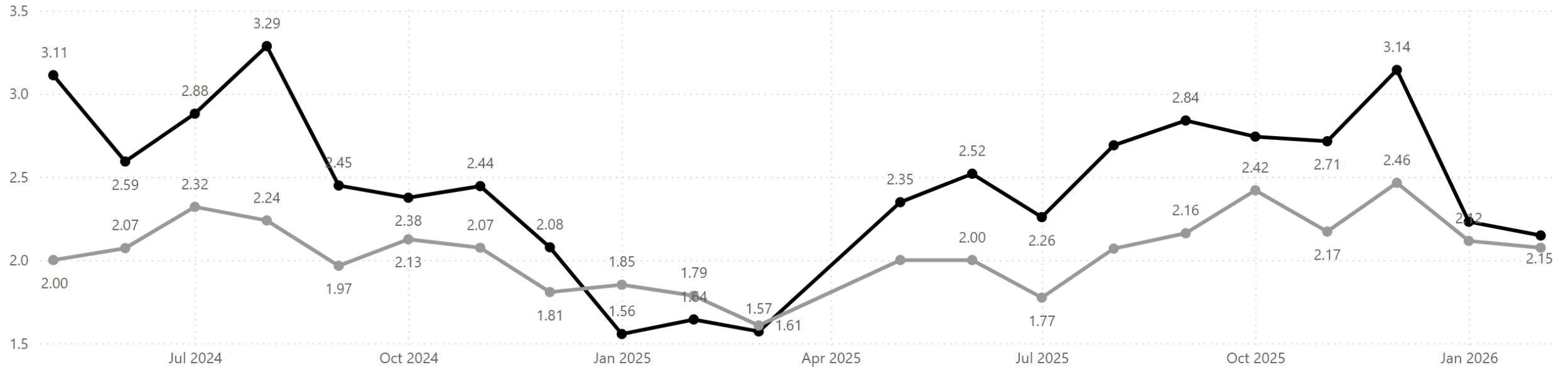
Impulse Control

Score 3- Impulsive acts which are fairly often and/or of moderate severity

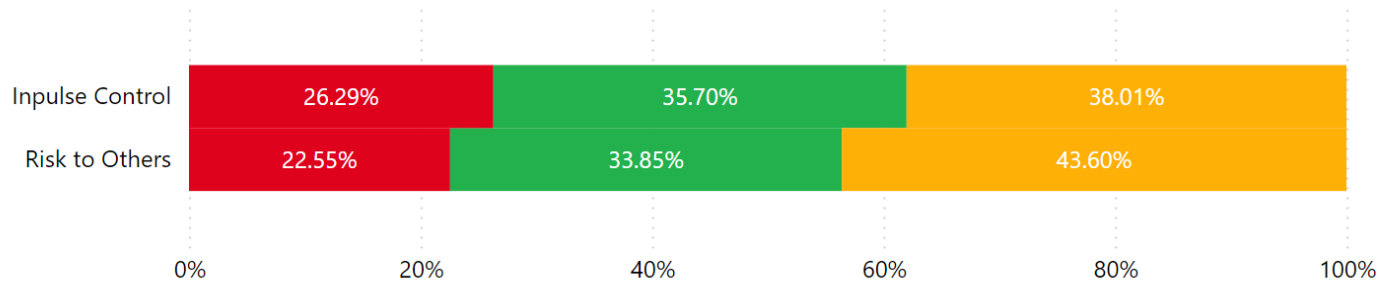
Score 2 - Some temper outbursts/aggressive behaviour; moderate severity; at least one episode of behaviour that is dangerous or threatening

Average Risk to Others / Impulse Control

● Average of Risk to Others ● Average of Impulse Control



Criminal Justice Score Changes



This chart highlights the percentage of criminal justice scores that have **decreased**, **increased**, or remain **unchanged**.

NB. Decreased score are good, representing a decreased assessment of risk

Recovering Quality of Life

ReQoL Outcome Measure Analysis - East Sussex

Version 11 - December 2025



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Recovering Quality of Life (ReQoL)

Purpose

ReQoL is a brief, 11 question, generic measure designed to assess the quality of life of people engaged with Changing Futures, focusing on recovery and capturing service users' concerns. Each question has the same set of 5 responses ranging from None of the Time, to Most or all of the time.

Focus

The measure explores themes of recovery and quality of life, including areas like daily activities, relationships, and self-esteem. It also asks about the client's own perception of their physical health.

Patient-Centered

ReQoL has been co-produced with service users, ensuring it reflects their experiences and priorities. It is completed by the client themselves, either independently or with support from a worker. Workers encourage clients to be honest, highlighting that the scores are used to benefit the client.

Scoring & Frequency

The survey is scored over a range of 0 to 40, with higher scores indicating better quality of life. The survey should be completed monthly to enable a picture of the measures over time.

The 11 Questions

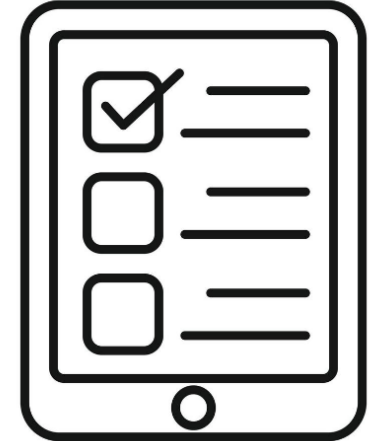
1. I found it difficult to get started with everyday tasks (Scored 4-0)
2. I felt able to trust others (0-4)
3. I felt unable to cope (4-0)
4. I could do the things I wanted to (0-4)
5. I felt happy (0-4)
6. I thought my life was not worth living (4-0)
7. I enjoyed what I did (0-4)
8. I felt hopeful about my future (0-4)
9. I felt lonely (4-0)
10. I felt confident in myself (0-4)
11. Please describe your physical health (problems with pain, mobility, difficulties caring for yourself or feeling physically unwell) over the last week.

Scoring

Each question is scored from 0 to 4, with 0 indicating the lowest quality of life and 4 indicating the highest. For negatively worded questions (1, 3, 6, and 9), scores are reversed (4-0).

Scope

Currently we only have any quantity of data from East Sussex. ReQoL is being rolled out across the programme. We hope to produce useful, client level metrics that can be used by teams in direct care.



Useful Links

[ReQoL Explained](#)

[Supporting Guidance for Teams](#)

[Paper Questionnaire](#)

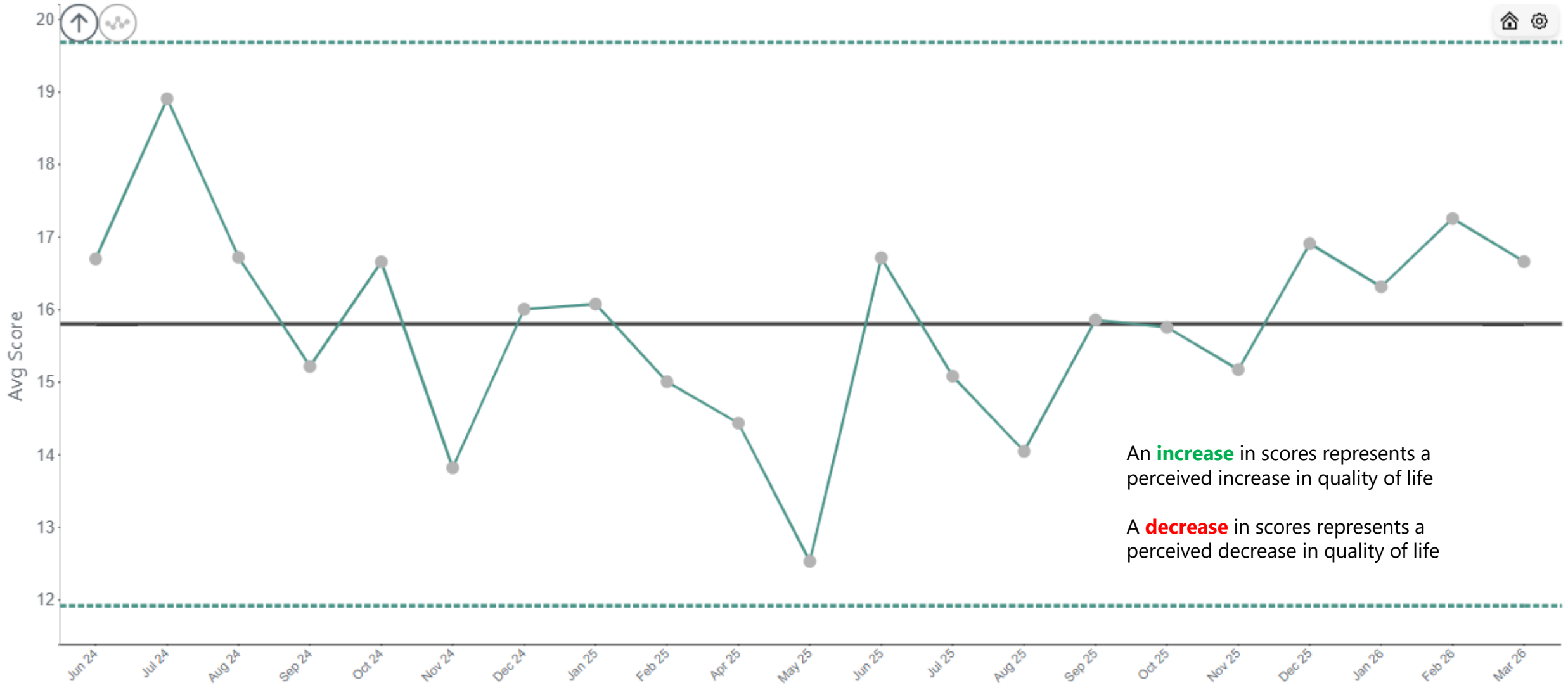
[Link to ReQoL on CF Website
\(scroll to bottom\)](#)

Overall Average ReQoL Scores - East Sussex

67
Clients Surveyed

517
Records

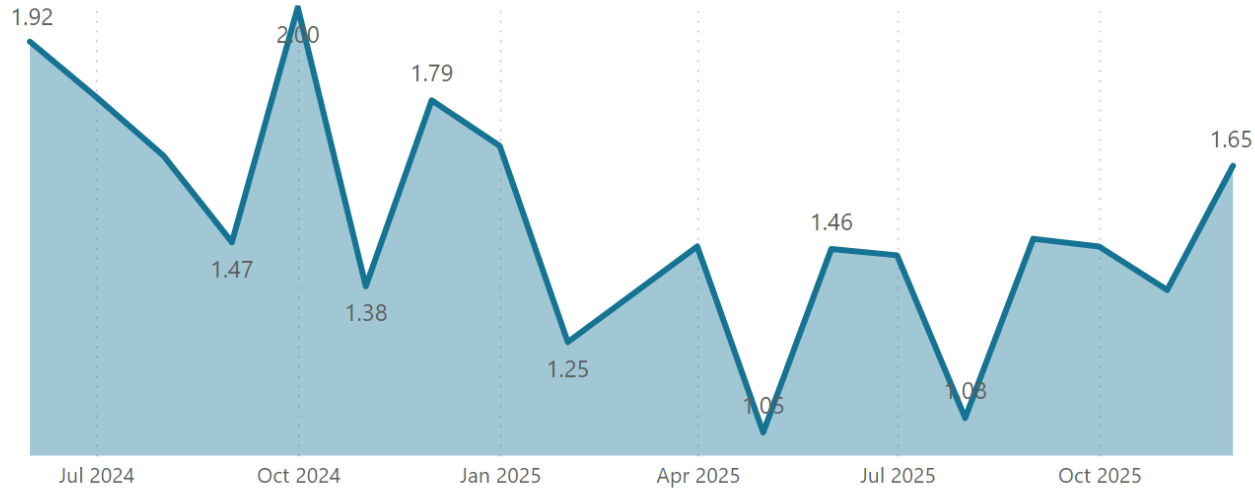
Overall Average ReQoL Score



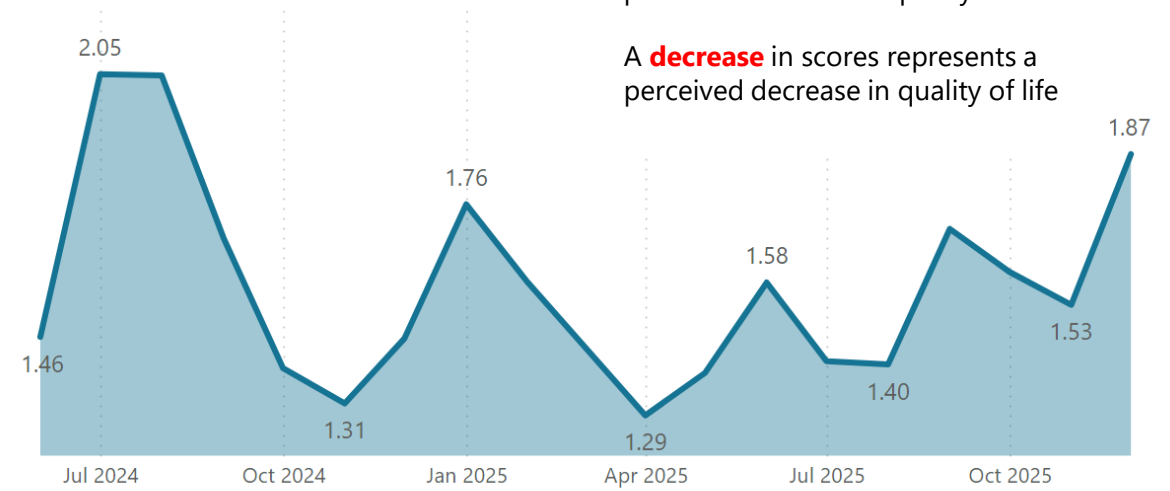
ReQoL Average Scores East Sussex

These charts show the average scores in each category across the whole caseload over time.

Difficulty with Tasks



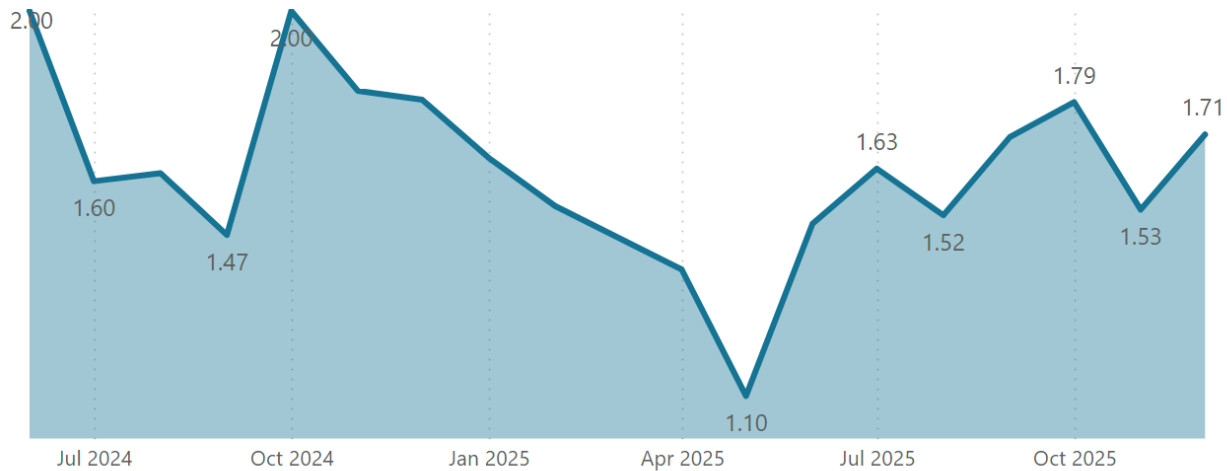
Able to Trust Others



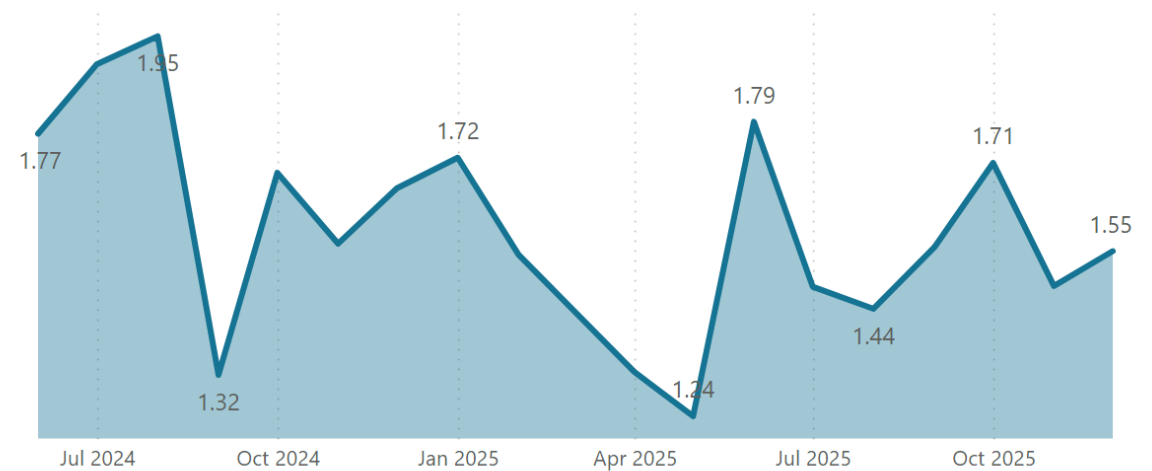
An **increase** in scores represents a perceived increase in quality of life

A **decrease** in scores represents a perceived decrease in quality of life

Coping



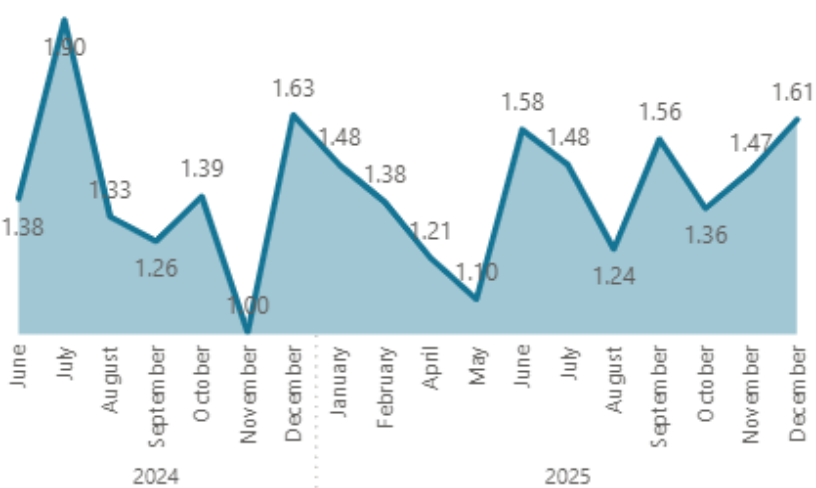
Doing Things



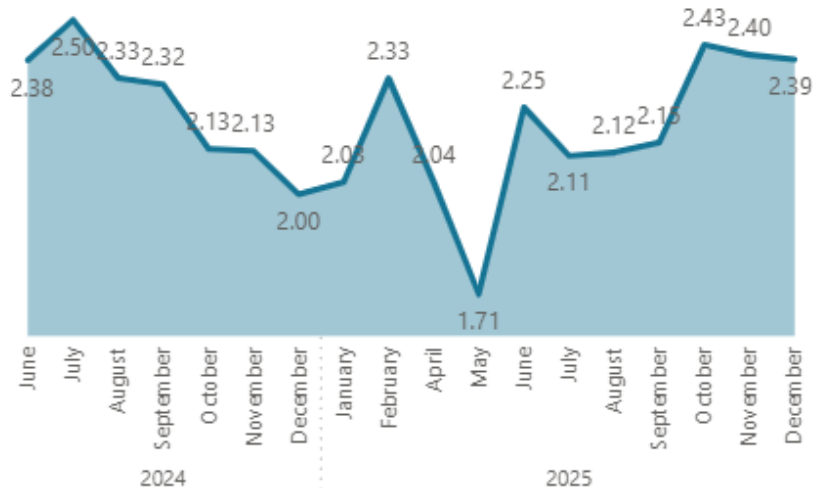
ReQoL Average Scores East Sussex

These charts show the average scores in each category across the whole caseload over time.

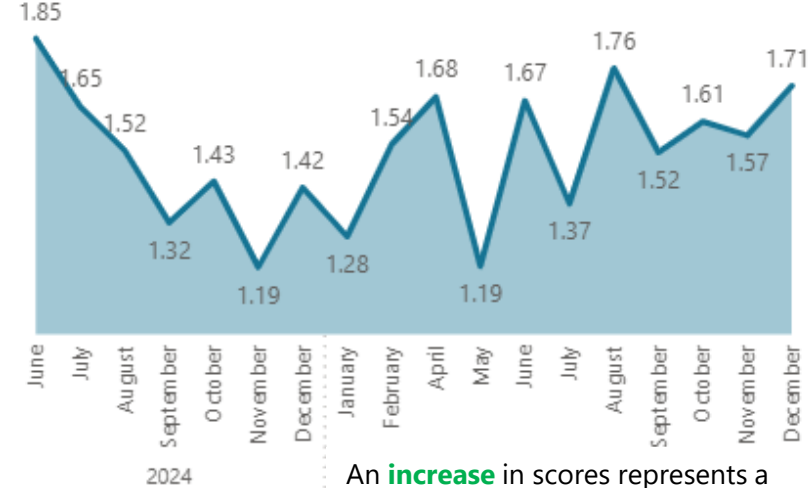
Happiness



Life Worth Living

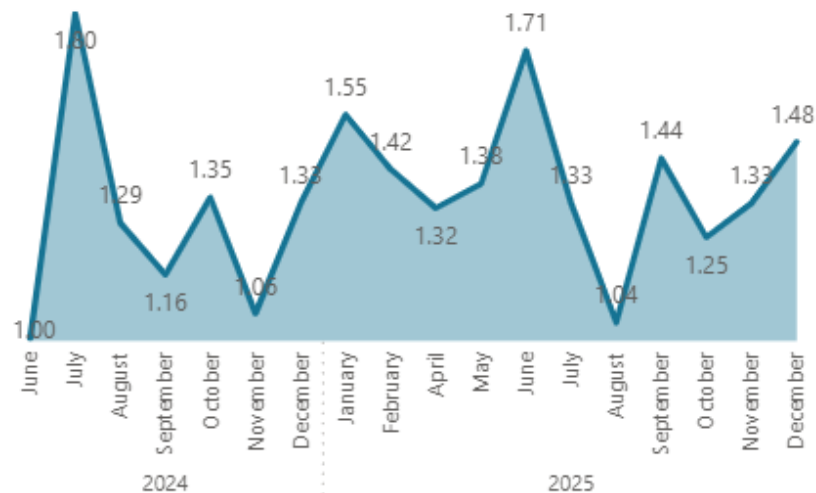


Enjoyment

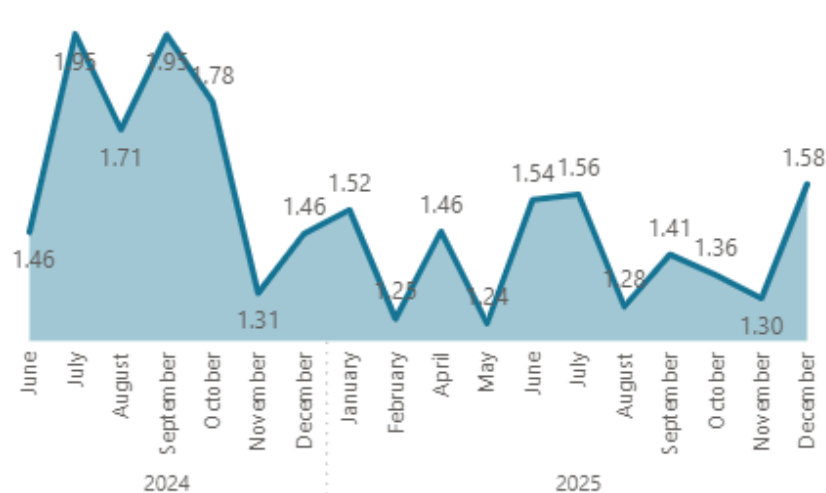


An **increase** in scores represents a perceived increase in quality of life

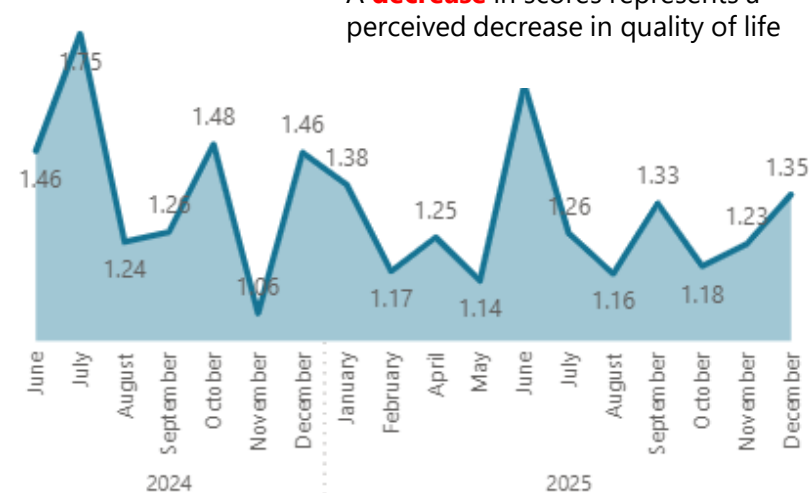
Hopefulness



Loneliness



Confidence



A **decrease** in scores represents a perceived decrease in quality of life



Changing Futures Sussex

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Figures correct at time of publication. Publication date: 22/12/25

