

Changing Futures Programme Sussex:

Personalisation Budget Pathway

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About the *Changing Futures Programme Sussex*

Changing Futures is a national 3-year, £64 million programme aiming to improve outcomes for adults experiencing multiple disadvantage. It is funded by the Department of Levelling Up, Housing & Communities (DLUHC) and the National Lottery Community Fund until March 2024.

Within Sussex the Changing Futures Programme works across East Sussex, West Sussex and Brighton and Hove with local partnerships to test new ways of bringing together public and community sector partners to help people change their lives for the better.

For more information, please get in touch via email: Changing.Futures@westsussex.gov.uk or check out our website: www.ChangingFuturesSussex.org

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Definition of Multiple Disadvantage

Multiple disadvantage or multiple complex or compound needs (MCN) is defined by the national Changing Futures Programme as *'people who experience three or more of the five primary disadvantages or needs at the same time: homelessness, current or historical offending, substance misuse, violence & abuse, and/or poor mental health'*.

The intensity and frequency of needs and the level of risk as a result of those needs are factors to consider. Some individuals may have multiple and complex needs with a moderate level of risk present whilst others may have a higher risk.

Primary areas of disadvantage or need are defined as*:

- **Homelessness:** Broadly defined as not having a settled place to stay, such as sofa-surfing (staying with family or friends because the individual affected has no home of their own), staying in temporary or refuge accommodation, or rough sleeping (street homelessness).
- **Offending Behaviour:** Having contact with the criminal justice system, including the police, probation and or Community Safety Services.
- **Substance Misuse:** Broadly defined as not only regular use of illegal street drugs but also over the counter and prescribed medications, 'harmful' drinking of alcohol, dependence on cannabis.
- **Violence & Abuse:** Being a victim of interpersonal violence and abuse. Such as having been raped or sexually assaulted or suffering violence or subjected to coercive control by any perpetrator.
- **Poor Mental Health:** Is defined as struggling to cope due to mental health difficulties having a detrimental effect on someone's wellbeing and functioning. Mental illness may also be present which may or may not be diagnosed. Self-neglect, mental capacity issues and hoarding may also be present. This definition also includes poor mental health as a result of trauma that continues to impact on an individual. This can also include trauma that maybe as a result of loss of child residence arrangements.

**The definition is not exhaustive and professional judgement should be used to identify those who are struggling to cope, and those who may need support and safeguarding interventions.*

What Is a Personalisation Budget & How Should It Be Used?

A Personalisation Budget is a separate fund that has been set aside to support clients to overcome barriers, improve engagement and to achieve their goals.

The Changing Futures Programme Personalisation Budget should be utilised in partnership with local authorities and partnership organisations. This amount is flexible, and the actual amount used can vary as the budget is designed to be used flexibly, creatively as and when needed, rather than being an amount that a client is entitled to spend.

It is recognised that Personalisation Budgets have a built-in challenge in ensuring consistency and fairness and / or developing unrealistic or unreasonable expectations about how the budget would be used. The Personalisation Budget should be utilised to support positive outcomes for clients receiving support from the Changing futures Programme - this can range from securing initial engagement, creating a home and / or connecting a client with other services.

Within the Changing Futures Programme we have a budget of £45,000.000 which is split into 3 geographic areas of Sussex and transferred to each Local Authority who will act as budget holders for each rolling 6-month period. Although the process of remuneration may differ per area the key ethos and primary pathway will be the same across all of Sussex. With this in mind, it is crucial that all expenditure is linked to work being undertaken by the Changing Futures funded worker is documented.

To access this budget the Changing Futures funded worker should first establish agreement from their Line Manager / Changing Futures Team Manager and the multi-disciplinary team that they sit within.

The Personalisation Budget **should not** be:

- Used if the item (s) and /or resource(s) can be sought or fulfilled by any other means (this includes Adult Social Care and separate provider budgets)
- Used for basic living costs and managing other challenges but rather it is to be used for life-enhancing activities.
- The main focus for a client as this can impede rather than support someone's journey
- The budget is not intended to 'plug the gaps' in services but to be an addition to what is already available

Key Aims & Intention of the Personalisation Budget

- Use of the budget will help build trust and connection
- Personalisation budgets can support and open up alternative pathways for clients
- A relatively small amount of money can make a really big difference
- Personalisation budgets can be used to support client planning & coordination work
- Personalisation budgets can be used to promote creativity, positivity and problem solving
- Personalisation budgets can work to enhance advocacy work

Key Guidelines

- All expenditure must link to support planning and achieving positive outcomes for the client
- All purchases should be of good value and reasonable quality
- All items or services are always purchased directly by the Changing Futures Programme staff member
- All items purchased must have an accompanying receipt and must be logged within the locally agreed procedure

Local Process

Step 1: Request Presented

Client presents with a request associated with the Personalisation Budget and / or Changing Futures funded worker identifies that a client would benefit from use of the Personalisation Budget.

Step 2: Tier Identification

Changing Futures funded worker identifies whether the request / identified intervention fits into Tier 1, Tier 2, or Tier 3.

Step 3: Documentation

Changing Futures funded worker to document request / intervention identification on their database (this will vary depending on where the funded worker is located - if unsure please seek support from their Line Manager / Changing Futures Manager)

Step 4: Outline the Request / Intervention

For everything other than Tier 1 interventions and other low-cost items **under £10** the Changing Futures funded worker to advise Line Manager and Changing Futures Manager via email outlining the following: - Who the request / intervention is for (details client ID # / identifier)

- What the request is for
- When is the request / intervention required by
- How will the request / intervention will support the client
- If applicable how will the item / intervention be delivered
- Research to be undertaken and confirmation that the request / intervention cannot be sought anywhere else and by any other means

If the intervention is agreed as costing **less than £50** the Changing Futures funded worker, Line Manager and Changing Futures Manager (PDO) may agree to progress to Step 5 - however, interventions should still be mentioned at the next MDT and recorded as detailed below.

Step 5: MDT Decision

Changing Futures funded worker presents request / identified intervention at a multi-disciplinary meeting for a group sign off. This should then be documented on the relevant data system - clearly outlining the request / intervention and multi-disciplinary decision.

Step 6: Using of Equals Card

Item(s) / Intervention purchased using the front-line workers allocated Equals Card. At time of purchase photo taken of the acquired receipt and this to be uploaded to the Equals App (which is installed on a work device) or the Online Platform linking this to the client ID / identifier. Following this the outcome must be logged onto the database system - detailing item(s) / intervention given / passed on to client.

Different Types of Expenditure

Tier 1:

- **Addressing Immediate Needs & Promoting Engagement:** One of the first uses of the Personalisation Budget for many clients is to meet basic needs such as for food, small items of clothing, and toiletries - this can be a particularly supportive intervention when working with clients who are rough sleeping or sofa-surfing as it supports addressing and maintaining dignity. Quickly resolving immediate issues demonstrates that we are working in a way that is aligned with the client's current / immediate needs as well as promoting engagement with the Changing Futures Programme. Buying a drink or meal out with a client is widely cited as being a good way to create rapport and a sense of having a normal conversation.

Tier 2:

- **Finding & Sustaining Accommodation:** There are several ways in which Personalisation Budgets can support people to find and keep accommodation including:

- Providing emergency accommodation (e.g., by purchasing nights in basic hotels should there be no other options)
- Securing private rented accommodation (e.g., providing rent deposits / agents' fees)
- Making accommodation 'feel like home' (e.g., furniture, bedding, utensils, soft furnishings)
- Managing moves and crises (e.g., paying moving costs and / or cleaning costs).

- **Access To Services:** A large part of supporting clients who are engaging with the Changing Futures Programme is to ensure fair access to the services they need, such as:

- Practical support to ensure that clients know about, and can get to, their appointments by paying for travel.
- Personal ID (EG passport / Birth Certificate / other)
- Ensuring that Clients are able to stay in touch with people as they move through services by providing a basic pay-as-you-go phone and / or phone credit.
- Access to independent expert assessments of clients' needs to enhance advocacy work - e.g., securing complementary and / or occupational therapy (OT) and/or mental health assessment, or legal advice to advocate for access

- Wellbeing:

There are several different ways that the Personalisation Budget could support a client's wellbeing, build trust with the frontline worker and other services - as well as work to build a client's self-worth and self-esteem, some examples could be:

- Improving how clients feel by improving their appearance (e.g., shoes, clothes & haircuts)
 - Veterinary services for their animals
 - Art & craft equipment
 - Newspapers and / or books
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Tier 3:

- **Promoting Recovery Capital & Independence:** Clients and frontline workers often refer to the challenges of finding positive ways to spend time and the risk of boredom and isolation when they move away from damaging / harmful associations / relationships, and /or substance misuse. Some examples of items that could be purchased using the Personalisation Budget to support these clients at this time could be:

- Gym memberships
- Fishing equipment
- Cycling equipment
- Training courses

Therapeutic interventions such as counselling as well as other therapies (when not available via mainstream routes)