

CANWe CIC Solutions

The CIC has maintained a positive direction of securing and winning new amounts of funding, developing new delivery models in partnership with commissioners, especially around our street reach town centre delivery. The on going work of the MEAM project is delivery good outcomes, being able to evidence to our funders that it is having sustained levels of impact with its cohort, delivering good value for money by reducing costs to the criminal justice system, health, A&E submissions and policing resources.

The departure of the design and print manager gave the CIC the opportunity to restructure how design and marketing support were being delivered to its client base. The decision was taken to reduce the design service and re-allocate resources to the charity to develop a co-ordinated Business Development department, which housed marketing, fundraising and design support under one team.

This offered the charity an improved return on investment by being more proactive in supporting the charities business development need, which would yield better financial returns than offered by the CIC's design service. This work was completed by October 2016, which is why there is a drop in the level of income and profitability of the design service compared to the budget. Whilst staffing costs were drastically reduced, expenditure against existing delivery contract were incurred.

MEAM PROJECT

MEAM in Blackburn with Darwen has been operational since late June 2014 and is a delivery partnership between members of the Families Health and Wellbeing Consortia CANW, Lancashire Women's Centre and Fast4ard. During this period the partnership has quickly assimilated.

What we know from our collective operational experience is the engagement of vulnerable adults experiencing multiple needs and exclusions is complex and many of the worst clusters of need stem from difficult life transitions, which translate in later life as deep rooted issues of functioning and hindered development.



MEAM

CLIENT BASE

The MEAM population in Blackburn with Darwen is estimated at 5% of the 500 HMO bed spaces in existence in the locality, which equates to 25, and although small in number, this group imposes disproportionate costs on local government, policing, A&E, health, housing and society as a whole.

19

MALE CLIENTS

9

FEMALE CLIENTS

This was a similar gender distribution as the National Pilots. 47% of males and 77% of females recorded needs in all four areas;



HOUSING



MENTAL HEALTH



SUBSTANCE ABUSE



OFFENDING

As such 57% of the overall sample, experienced needs in all four areas, higher than the national pilots at 43%.

The average age for males was 35 years across a range of between 20 and 55 years. For females, the average age was lower at 27 years with a narrower range from 20-36 years.

94%

OF MALES HAD CRIMINAL CONVICTIONS

16%

OF MALES WERE ON PROBATION

47%

OF MALES SERVED CUSTODIAL SENTENCES

EVIDENCE & IMPACT

There is a strong evidence base that the MEAM approach in Blackburn with Darwen is effective in improving outcomes for the target group and reducing demand on public sector costs. The project shows considerable evidence of the impact of working with clients in a person centred way to address their needs in terms of going to where the client is at, establishing trust, engaging clients with low motivation, developing that motivation, and developing a sense of mutual responsibility and accountability between worker and client.

- Arrests reduced from 56 to 35.
- Attendance at the Magistrates court reduced from 39 to 36.
- Nights in custody from 34 to 26.
- Visits to A&E reduced from 180 to 65.
- Hospital admissions reduced from 45 to 24.
- Hospital night stays reduced from 7125 to 5985.
- Significant reduction in time spent sleeping rough.

The independent evaluation used the return on investment calculation model developed for the National Evaluations Pilot of MEAM nationally. There is a full breakdown of cost saving calculations in the full MEAM evaluation report.

CRIMINAL JUSTICE	£25,122
HEALTH	£69,974
HOUSING	£20,984
TOTAL	£116,080

STREET REACH

TOWN CENTRE DELIVERY

Street Reach is a new project in Blackburn with Darwen in partnership between the public, voluntary and private sectors was developed in direct response to the presenting issues in the town centre locality, which were negatively impacting on the public, local businesses and the collective economic prosperity of the borough as a whole.

Following a number of street-based intelligence gathering exercises a number of specific issues were identified involving a wide age range of vulnerable young people and adults who were engaged in open alcohol and drug use - mainly cannabis and New Psychoactive Substances, street begging and/or people presenting as homeless or with unstable accommodation.

PROJECT DELIVERY MODEL

The Street Reach project operates a flexible and responsive early action provision delivering in the first instance an assertive outreach team across an open age group.

Central to the project's operating model is the deployment of two mobile vehicles, which creatively employ an emergency vehicle theme, but with a distinct change of livery offering a more contemporary appearance. Internally the vehicles environments are a comfortable and engaging space, equipped with media wall, internet gateway, informational resources, seating and bathroom facilities.

The project enabled the following:

- Inform the strategic landscape of the 'live' and developing issues in the town centres.
- Reduce demand on emergency services - Police, Ambulance and A&E.
- Resource the developing Transforming Lives agenda for vulnerable adults across the East Lancashire footprint.
- Reduce anti-social and nuisance behaviours.

- Provide a consistent and fast-tracked all-age response to the presenting issues in the localities.
- The assertive outreach enables the effective street-based assessment and active same day presentation and advocacy to local support services.
- The pathways work improves the outcomes for vulnerable people who find it difficult to communicate their needs and navigate support services by establishing the co-ordinated action from a suite of agencies support.
- People presenting without 'a local connection' will be supported to connect with services from their original locality & assisted with travel warrants.
- The model will promote and embrace recovery and increase awareness of the risks associated with drugs and alcohol and will actively encourage individuals to engage with local treatment providers.
- Support the outcomes for individuals through referrals to an enforcement task and finish group who will utilise intelligence gathered by the project as part of the enforcement requirement to enable a positive behaviour change.

EARLY SUCCESS

During the reporting period the project responded to 915 requests for support from people, in the main, who were aged between 17-24 years (400), closely followed by those aged 25 - 39 years (243).

The project delivered a number of early and key success:

- Secured a consistent all-age response to the presenting issues in the locality enabling a reduction in demand on emergency services responding to low level criminality and disorder.
- The assertive nature of the outreach response captured and engage vulnerable people who were resistant to request mainstream until the point of crisis is reached, which resulted in 21 rough sleepers assisted to secure crisis and on going accommodation in even supported housing or with an independent tenancy.
- Provided effective street-based assessment and active same day presentation support and advocacy to a wide range of local support services.
- The projects model promoted and embraced recovery and increased awareness of the risks associated with drugs and alcohol resulting in 64 project users now actively engaged with local treatment providers.
- Increased level of public confidence from small - medium business to report incidents of anti-social and nuisance behaviours as an effective and focused response was now in place.
- Effective utilisation of the town centres 'Radio Link system' enabling business', Mall security and CCTV operatives to share 'live' intelligence and direct our response.
- Informed the CSP of the developing issues in the town centre and supported the capture of intelligence to support the local area enforcement task and finish group's response to the specific behaviour of individuals.

