

# System Change Goals

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Changing Futures Sussex  
[www.changingfuturesussex.org.uk](http://www.changingfuturesussex.org.uk)



  
Ministry of Housing,  
Communities &  
Local Government



## Context

# Changing Futures

The Changing Futures Programme is a joint initiative by the Ministry of Housing Communities & Local Government (MHCLG), formerly the Department for Levelling Up, Housing & Communities (DLUHC) and The National Lottery Community Fund (TNLCF) to improve the way systems and services work for adults experiencing multiple disadvantage.

Across Sussex, the Changing Futures Programme funds 21 roles working directly with clients in multi-disciplinary teams including professionals from adult social care, mental health, housing, domestic abuse services as well as peer support by experts by experience.



# System Change Goals

Our system change goals are arranged into 6 workstreams:

**Service Transformation** - Building an effective, trauma-informed, service user-centric outreach, engagement and case coordination service, to meaningfully coordinate and share the care with each individual experiencing multiple disadvantage.

**Partnership and Governance** - Creating the leadership, governance and management structure that holds this programme, enables the system to prioritise individuals experiencing multiple disadvantage, and creates lasting changes to the system and pathways.

**Data Improvement** - Building capacity and capability to meaningfully understand this client group, their needs, risks and the interventions that will support them. Strengthening data sharing through the interface of existing data systems. Understand system interdependencies and predictive markers to understand prevention in a more systemic way.

**Lived Experience driving change** – Recruiting volunteers and staff with lived experience to support systems change, enhancing local services with peer navigators, and building a network with other organisations to promote, embed and sustain co-production practices across Sussex.

**Workforce Development** - Creating an independent, well-resourced workforce development function, to train and support the wider workforce in trauma-informed approaches and build worker wellbeing and resilience.

**Continuous Learning and Development** – Structured space and routine feedback loops to capture the recurring issues on barriers and blockages from a frontline practitioner/ peer navigator and service user level perspective and mechanisms to feedback to senior leaders to inform quality improvement cycles.



# Service Transformation

## Our goals are to:

- Strengthen evidence base of improved outcomes /prevention and cost/ demand reduction
- Develop plans at each place for continuation of delivery and /or safe ending
- Capture impact of work via external evaluation of key aspects of the model to inform business cases for continuation
- Complete full review of impact of personalisation budgets





# Partnership, Governance & Commissioning

Our goals are to:

- Support business case development for sustainability across three places and at a Pan Sussex level
- Connect with and influence governance structures and programmes which interface with MCN to promote agenda
- Locate the MCN agenda within Integrated Care Board workstreams
- Advocate for the establishment of an MCN Board in West Sussex
- Actively advocate opportunities for joint commissioning



# Data Improvement

## Our goals are to:

- Develop consistent metrics and outcomes measures to use as a basis for future service commissioning, including RSI
- Roll out the Multiple Needs Audit in East Sussex
- Expand the Multiple Needs Audit to include new partners including Drugs and Alcohol and Criminal Justice
- Create and share a local data dashboard incorporating caseload, client demographics, support needs, multi-disciplinary team activities and staffing
- Commission external resource to evaluate model of improved data sharing and provide business case for transformation





# Lived Experience Driving Change

Our goals are to:

- Create a range of co-production and peer support resources and toolkits and hand over to system partners to curate to ensure legacy of work
- Capture impact of peer support work via independent evaluation
- Support business case development for continuation of peer support post Changing Futures
- Advocate for Experts by Experience in the shaping and commissioning of services
- Ensure Peer & Lived Experience Networks legacy



# Workforce Development

Our goals are to:

- Review Trauma Informed Strategy, network and training offer and plan handover to ICS in 2025
- Raise profile of TI work and establish commitment / work programme in all local authorities







# Continuous Learning and Development

Our goals are to:

- Further develop 'Swim Lane' methodology to apply a system lens to public service usage and impact of Changing Futures interventions
- Continue to engage with local and national learning communities
- Develop the Learning Labs into action and completion phases
- Commission evaluation of system change activity undertaken by Changing Futures as legacy system learning.
- Evaluate impact of infrastructure roles e.g. programme team



# Longer Term Impacts

## Individual



Measurably improving the lives and life chances of the CF cohort in the domains of housing, physical health, mental health, substance misuse, domestic abuse and criminal justice involvement, reduced need for safeguarding interventions, improved engagement with services for all who experience MCN.

## Service



Services operate a 'no wrong door' and better coordinated support to stabilise and then improve outcomes for local cohorts of adults experiencing multiple disadvantages therefore reducing demand on 'reactive' services.

## System



Effective multi-agency partnerships, strong governance and better use of data shapes future commissioning. Common system goals agreed to improve responses for those experiencing multiple disadvantage and deliver better value for money.





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