

The background features a network diagram with approximately 20 purple circular nodes, each containing a white person icon. These nodes are interconnected by thin, light-purple lines, creating a web-like structure. The overall background is a solid, vibrant purple color.

OurFife

Leadership Summits
2022

No Wrong Door

Workshop 1: Reading Materials



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- Recap: No wrong door to services and support
- The current needs and experiences of our communities
- Reform Workstream: Tackling Poverty & Crisis Prevention
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Recap: No wrong door to services and support

- Fife Partnership commitment in Plan for Fife 2021-2024 to build a 'no wrong door'
- Concept we often talk about alongside developing more holistic, person-centred whole family support
- We want better outcomes for local people – but how do we make this happen?

Support Team	Chair:	John Mills
	Facilitator:	Maureen Ward
	Policy Lead:	Lauren Bennett
	Community Lead:	Alastair Mutch
	Comms Officer:	Gail Stepo

Three workshops to explore the concept of No Wrong Door and the art of the possible from September to December 2022

The current needs and experiences of our communities

People and families in Fife have various needs and issues that they need help with. They rarely present with only one issue. The following needs, issues and characteristics are common amongst the people and families who are currently receiving support. The list below is taken from case studies by Welfare Support Assistants.

Needs, issues and characteristics			
Army veteran	Food insecure	Lack of knowledge -tenancy	Social Worker involvement
Bereavement	Fuel poverty	Lone parent	Socially isolated
Change of circumstances	Furlough	Medical condition or disability	Stressed about money
Chaotic lifestyle	High outgoings, e.g. mortgage, rent	Mental Health	Temporary accommodation
Childcare costs	Homeless	Money management	UC deductions
CT/Rent arrears	Insecure tenancy	More than three children	UC error
Debt	Insecure work	No recourse to public funds	Unable to work
Digitally excluded	Lack of home furnishings, including kitchen appliances	Overcrowding	Unemployed
Domestic abuse	Lack of ID documentation	Pregnancy or child under 1	Vulnerable
Ex-offender	Lack of income	Self-employed	Waiting for benefits

The current needs and experiences of our communities

Household experience when accessing Welfare Support

- People and families are often at crisis point when contact is made with a Welfare Support Assistant. Many are unemployed with poor mental health or medical/physical conditions. Some make contact when they are at breaking points with no funds for food or fuel and are days away from their next benefit payment.
- Many people and families do not have sufficient funds to pay for food, fuel, furniture, flooring, and white goods.
- There is often a lack of skills or means to claim benefits or manage their benefit claims. WSAs often advocate on their behalf, especially contacting and liaising with DWP to clarify benefits situations and understand deductions.
- Some households do not have access to the internet or a device to make or update their Universal Credit claim. This can also be challenging for WSAs if the person they are working with does not have access to a phone.
- Whilst managing claims on behalf of citizens may alleviate the immediate crisis, they do not always lead to more resilient claimants as they may still need to access support further down the line when another issue arises.
- Welfare Support Assistants do not always get the full story from the people they are working with and therefore aren't always aware of the other services involved with those individuals and families.
- Having to tell services their story again and again can re-traumatise people if they have had particularly bad experiences, such as childhood trauma or domestic abuse.

The current needs and experiences of our communities

There are certain groups more likely to experience poverty and hardship due to their circumstances. Below are the families that are most likely to be impacted by child poverty.

Lone parent families

Ethnic minority families

Families with a parent or child who is disabled

Mothers under the age of 25

Families with a pregnancy or child under 1

Families with more than three children

Child poverty priority families

The current needs and experiences of our communities

Case Study: The Revolving Door

Jake has multiple complex needs but does not qualify for statutory services. Jake struggles to engage with support and has mental health issues. He reports having schizophrenia but is not registered with a GP and has no prescription.

He was recently provided with temporary accommodation but has no utilities in the house – no electric or gas. He has no hot water or cooking facilities and uses food banks. His PIP payments have stopped because he has no phone and therefore doesn't attend benefit meetings.

Jake was supported by Safer Communities and Housing. These services had made referrals to the Social Work contact centre, but Jake doesn't meet the criteria for statutory services.

Jake was referred to Putting People First because there were complaints made to Fife Council by his neighbours. PPF supported Jake to improve the condition of his property, address his food insecurity and attended his GP appointments with him. Yet despite efforts, PPF have struggled to sustain engagement with Jake.

This case study highlights multiple services and agencies that have been involved in Jake's case.

Source: Putting People First

The current needs and experiences of our communities

A survey carried out by Fife's Children's Services Partnership identified the following gaps and issues in family work and how they can potentially have a negative impact on children and families in Fife.

- Gaps in service provision for specific groups – some groups are missing out from much needed support
- Sustainability of family work – projects are often given temporary funding
- Multi-agency partnership work is required to support families across all sectors and provide more rounded support
- Long term issues need long term support – "supporting an adult with ACEs doesn't happen in 8 weeks"
- Supporting parents to support their children's emotional wellbeing at home – a particular issue during the pandemic
- Lack of knowledge in terms of support – what's available in the local area, what's available for specific groups
- Some support is only available if a family has a support worker
- Some services are oversubscribed
- Inequity of services as some services aren't being delivered in certain areas of Fife
- Gaps in services in communities that aren't connected to a central hub – for example, families in Burntisland find it hard to travel to Kirkcaldy to access service
- Lack of physical spaces to work with families – can impact the relationship between staff and citizen
- Rural barriers e.g. transport costs, accessibility, availability

The current needs and experiences of our communities

- **Delivering Differently** was a cross-partnership 18-month 'strategic implementation' project in 2017/18 that worked with partners, providers and people with lived experience of mental health problems to improve employment outcomes for people in Fife with experience of mental health issues.
- Whilst this project was specifically looking at people with mental health problems and poor employment outcomes, it provides learning for other services providing support to people and families.
- Three areas were identified that needed to be addressed in order to take a whole systems approach to improving employment outcomes for people with mental health problems in Fife. One of these strands is particularly relevant to No Wrong Door: services.

Findings: Complex landscape of services and inconsistent systems

- Inequity in the balance and spread of services, a lack of data and issues around service connectivity at the frontline. They found a complex landscape of services that was hard for both staff and service users to navigate.
- Whilst specialist services had good outcome rates, spaces were very limited and had long waiting lists. This relates back to the findings from family work with services oversubscribed and services not being delivered in some areas.
- Many staff acknowledged a lack of skills, confidence or knowledge when it came to mental health or employability.
- More information on the Delivering Differently programme can be found [here](#).