

## Update on system enquiries, July 2024

### What is Changing Futures?

*Changing Futures Cambridgeshire & Peterborough* is about improving outcomes for people with multiple disadvantage. Multiple disadvantage means someone experiencing three of five of homelessness, mental health issues, substance misuse, domestic abuse and offending behaviour, at any one time. Changing Futures does this by encouraging involvement of people with lived experience at all stages of our system and service design and looking at how our partnerships affect people.

System enquiries are part of the “learning ecosystem” being used by Changing Futures, whereby lessons are gathered from across the system, investigated by relevant partners with experts by experience, and learnings shared throughout the system.

### Update on enquiries for system leaders

This note gives an update on recent developments in our system enquiries across Cambridgeshire and Peterborough.

We want to hear if readers are aware of other pieces of work that are focusing on, or related to, these enquiries, and if you know of any services and/or individuals from your part of the system who may wish to be involved and add to the success of these enquiries.

This will help nourish a more connected, complementary system and builds a panorama of the wider systems landscape, helping optimise systems change.

### Enquiry one – Getting information from the community to prison:

The origins on this enquiry relate to exploring the issue of multiple appointments on the day of release from prison. Voices of lived experience identified the acute trauma in having to rehearse and retell their histories to services that can likely already access or possess that information. Multiple meetings were convened on the topic and continuity of care was identified as a key area of focus moving forward owing to significant legislative barriers around multiple appointments on the day of release.

Consequently, there was interest in a pilot that allowed community information to go to the prison, potentially enabling those in the prison to better plan for release as well as explore opportunities with the pre-existing network to use the prison period to address some of the issues the person faces in the community.

The enquiry needs to find a place to own it, should there be the ambition for the system to do something on this. Changing Futures has taken the issues to the CCJB rehab and resettlement group and also to a subgroup which looks at the housing pathway. At these it was felt that we needed to wait until someone in Peterborough prison responsible for reoffending was recruited.

### Enquiry two - Improving the experience of A&E for people who face multiple disadvantage:

The Cambridge Homeless Impact Research Network (CHIRN) produced a report in 2023 identifying some of the key difficulties and issues faced by homeless people. CHIRN took these findings to the Cambridge Coproduction Group, with the Group deciding it should prioritise three areas:

- Improving the experience of A&E
- Access to Mental Health care
- Improving the experience of homeless women.

The group linked with Cambridge Access Surgery who were able to link them with the University Medical School.

The Coproduction group, Access Surgery and the University Medical school have held two sessions to look at the experiences, and have produced some case studies, explored some of the issues and asked, 'what does good look like'.

The medical school has taken some of this input to leaders at Addenbrooke's and we hope the next stage will be to form a subgroup with them and other relevant stakeholders to 'equalise' the experience of people with multiple disadvantage with those of the general public.

### Enquiry three – Stigma in healthcare settings:

Lived experience spaces in Peterborough have identified stigma in healthcare settings as a key area of interest. Over the past six months the group has experienced this topic in greater detail, considering how it looks and manifests, where it is experienced and the impact it has on an individual.

We will now be working with local services in partnership to explore this issue together, hence looking to understand work presently being undertaken on stigma in healthcare or looking to connect with stakeholders, agencies or services with the ambition and interest to collaboratively address this issue.

### Our request

Please do get in touch on any of the above, whether to request further detail, note points of commonality or join up with work you are aware of, or if you feel you know any potential participants that may wish to be involved in terms of contribution to or, where needed, ownership of the enquiry.

We also hope to discuss how to best keep the Systems Leaders' Group informed of the enquiries and their journeys arising from Changing Futures at their meeting on 18<sup>th</sup> July 2024; particularly to best ensure and develop join-up.

### To find out more about Changing Futures or give feedback on the questions in this note:

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