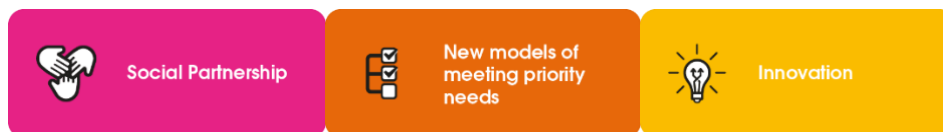


SOCIAL OUTCOMES



Torbay Council

Transforming Lives – Whole Systems for Whole People

The Whole Systems for Whole People (WS4WP) initiative was driven by a shared understanding of how the existing system had failed people with multiple complex needs. Supported through a bid to the Devon Clinical Commissioning Group Sustainability and Transformation Partnership (STP) for funding in 2018, lead officers from a range of organisations in Devon came together with an ambition to reimagine their response to Domestic Abuse and Sexual Violence (DASV).

Services in Devon, Torbay and Plymouth were seeing increasing numbers of people with highly complex presentations of substance misuse, poor mental health, sexual violence, domestic abuse, offending behaviours, and a range of other challenging circumstances such as debt and homelessness. People with complex needs are often on the margins of society and can often be managing high levels of trauma without the right support.

There was growing recognition that the system of issue-specific services did not create positive outcomes for some vulnerable people. There were also instances when individuals and families found themselves bounced between services and falling beneath increasing thresholds for support. A focus on the symptoms was not addressing the cause. People were getting stuck, repeatedly coming back into services which did not feel supportive, even when professionals were doing their best.

The WS4WP team could see that complex problems need a collaborative approach. The team went on to carry out a system wide transformation that centred on the needs of people with complex needs, including an improved offer for people experiencing DASV. The programme objectives were to:

- develop systems around complex lives
- respond to the whole person
- treat causes/inequality
- consider people's assets and use strength-based approaches
- develop health response to DASV.

The biggest success was to raise the profile of sexual violence and make sure it is no longer seen as a poor relation to domestic violence. As a result of working with people with lived experience the WS4WP team received funding from NHS England, along with Cornwall colleagues, to become the first Sexual Violence Trauma Pathfinder site in the England.

Funded by the WS4WP programme, several pilots were commissioned, each exploring different system changes. This included pilots within general practices, the learning from which is now shaping the commissioning of an interpersonal trauma service for adults and children in primary care settings.

Other achievements include:

- The creation of a Domestic Abuse and Sexual Violence Lead role within Devon Clinical Commissioning Group to implement recommendations from the Devon Domestic Abuse Pathfinder best practice recommendations for the NHS in provider services across Primary Care, Secondary Care and Mental Health settings.
- Core funding for two hospital based Independent Domestic Violence Advisors with grants secured to pilot five more.
- Training Social Prescribers in Plymouth in trauma informed practice and acting as champions within their GP practices; linking to specialist community-based assets and improving relationships with commissioned services and other agencies.
- Development of Trauma Informed self-assessment tool, with Plymouth Trauma Informed Network, for use in GP practices.
- Development of a regional LGBT+ Independent Domestic Abuse Advisor role.
- Supporting the development of a Trauma Informed Plymouth website.
- Complex needs leadership and development support in Torbay in preparation for implementing a Multiple Complex Needs Alliance of services supporting those experiencing homelessness, drug and/or alcohol misuse and/or domestic violence and abuse.
- Supporting continuous cultural change within Torbay's systems to address root causes. This is being undertaken alongside a Trauma Informed Practice workforce development programme across agencies working with people with complex needs and vulnerabilities.

WS4WP is innovative in the way it approaches partnership working. Instead of a Terms of Reference, there are shared values and vision that enable the ambition to create change. There is no team leader, instead everyone involved works to shared values. It is now one virtual team continuing to build on experience and skills.

The next stage is to implement the Trauma Pathfinder work over the next three years and support local activities to address sexual violence and harmful behaviour.

The following graphic depicts the various work areas linked to these objectives.



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