

SUIT

SERVICE USER INVOLVEMENT TEAM


[SUIT REPORT – JULY TO SEPTEMBER 2018]

SUIT (Service User Involvement Team)

Database Report Methodology (Q2 –2018/19)

SUIT implemented an improved system to capture the number of people accessing the service, as well as recording outcomes linked to training, education, employment and volunteering.

The following information relates to the time period 1st July 2018 to 30th September 2018.

This system of recording information helps us to measure performance and has the added benefit of involving staff and volunteers and promotes working in a professional manner.

SUIT Manager and Development Worker has written a training package that all staff and volunteers have attended, and this clearly outlines the roles and responsibilities of each member of SUIT and we hope that this will increase the productivity of the service, relating to providing interventions for the drug and alcohol using communities of Wolverhampton. We also encourage cross-sector professional development across the staff and volunteer team.

This approach links in to various headings of the most recent drug strategy. In particular -:

- Building recovery in the community
 - Recovery capital
 - Outcome focussed approach
 - Education
 - Training
- Reduction in crime and reoffending
- Prevention of drug related deaths and blood borne viruses
- Whole system approach
- Inspirational recovery oriented workforce
- Helping people find sustained employment
- Recovery networks

This is achieved by sourcing and utilising current provision and ensuring that all staff and volunteers are competent in meeting the needs and requirements of the service user population, whilst having the knowledge of current and upcoming opportunities available to assist in treatment and the recovery process.

SUIT also work with treatment naïve clients whom we class as 'visitors'. Visitors benefit from the approach that SUIT adopt in helping others find opportunities, as well as building a knowledge of substance misuse and related areas (criminal justice, training, homelessness etc.) Therefore their information is also collated and cited within parts of this report.

The report also covers influencing/strategic activity, social media and website analytics to offer a more comprehensive picture of activity that is being undertaken.



Content of the Report

1. **SUIT Meetings, Consultations, Outreach, Training and Events** *Activity that we were involved in*
2. **Number of People Worked with between 1st July to 30th September 2018** *Total number of people case managed*
3. **Breakdown of Service Users and Non-Service Users** *Comparison of those who access treatment to those that do not*
4. **New Vs Returning Visits** *Comparison of new presentations compared to those returning*
5. **Individual Occurrences and Support Sessions** *Total number of support sessions delivered*
6. **Who Delivered Our Interventions?** *Comparison of staff Vs volunteer delivery*
7. **Gender of Service Users** *Gender breakdown of those already accessing treatment for addiction*
8. **Gender of Visitors** *Gender breakdown of all people*
9. **Substance of Choice** *Primary substance of choice for new individuals*
10. **Vulnerabilities Highlighted** *Initial snapshot of the type and level of vulnerabilities*
11. **Ethnicity and Local Comparison** *Ethnicity breakdown of new presentations & comparison to local average*
12. **Age Breakdown** *Age breakdown of all individual who accessed SUIT during this quarter*
13. **Incoming Signposting and Referrals** *How people suffering from addiction came to hear of us*
14. **Outgoing Support, Signposting, Interventions and Referrals** *Way in which we supported individuals*
15. **Welfare Advice and Housing Support** *Specific section on welfare and housing interventions*
16. **Where Do People Live** *Which postcodes do visitors and services live in?*
17. **Interventions Rankings** *Based on frequency, a table listing interventions delivered?*
18. **Text Service** *The number of people added to the text system and the total number of people on the system*
19. **Volunteering** *The number of volunteering opportunities that we supporting people in accessing*
20. **Education, Training and Employment** *Progression interventions delivered within ETE (inc. employment outcomes)*
21. **Collaborative Working** *A list of the organisations, resources and companies that we worked with*
22. **Service User Satisfaction** *Feedback from service users stating whether we met their recovery needs*
23. **Social Media and Website** *Analytics reports on website access and twitter impressions*

Key Summary: A summary is included at the end of the report which highlights some of the main findings for the reporting period.



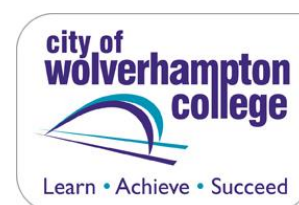
1. SUIT Meetings, Consultations, Outreach, Training and Events



- Big Lottery Meeting – Leaders with Lived Experience
- HomelessLink Conference – SUIT Workshop
- Department for Work and Pensions – ‘Helping Hands’ Event
- NHS E – Consultation Meeting
- Meeting with Police and Crime Commissioner (Durham)
- Cross Party Parliamentary Group Meeting (Alcohol, Drugs and Justice)
- HIV Consultation
- Public Health England Regional employability Forum
- Naloxone Action Group Meeting
- Outreach X33
- Wolverhampton Clinical Commissioning Group AGM (Annual General Meeting)
- Public Health England, Individual Placement Support (IPS) Trial Steering Committee
- SUIT Team Meeting X2
- NHS E Strategic Co-Production Meeting
- WVSC Staff Meeting
- HMP Oakwood Open Day (Recovery Wing)
- HMPPS Consultation
- Multi-Agency Safeguarding Hub (MASH) SUIT Presentation
- National Substance Misuse Conference
- Job Centre Plus (Chapel Court) Presentation
- Changing Lives (Iris Project) Launch
- HMP Featherstone Prisoner Elections
- Wolverhampton Tackling Rough Sleepers Task Team Meeting
- Wolverhampton Rough Sleepers Operational Group Meeting
- Anchor Meeting X2
- Connect to Recovery Regional Meeting
- Forensic Mental Health Unit Networking Event
- Naloxone Training X2
- City of Wolverhampton College – Fresher’s Fayre
- City of Wolverhampton College – Substance Misuse Awareness Training
- Visit to ‘Steps to Change’ Project
- Meeting with New Staff from Wolverhampton Homes



HM Prison &
Probation Service





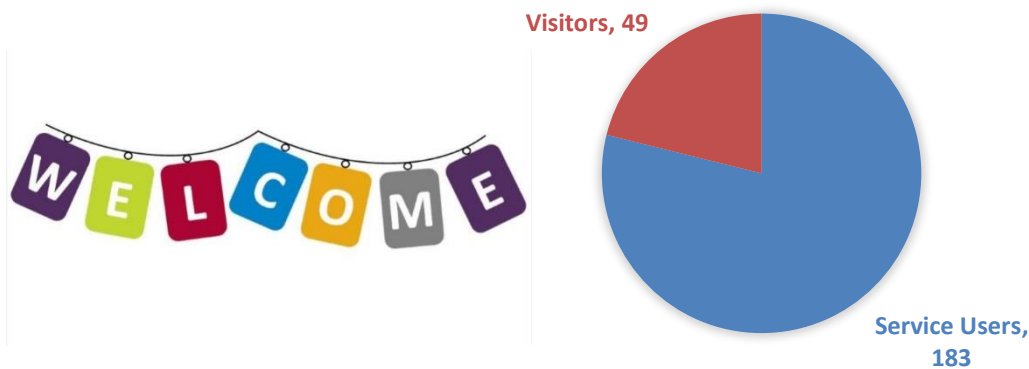
Database Results

2. In total SUIT case managed 232 people in Q2 of 2018/19



3. All Visitors

78.9% of people were service users and 21.1% were non-service users



4. New Vs Returning

Of the service users seen this quarter 25.7% were brand new presentations and of the visitors 34.7% were new presentations.



47 out of 183 service users were first time presentations

17 out of 49 visitors were first time presentations

5. Individual Occurrences

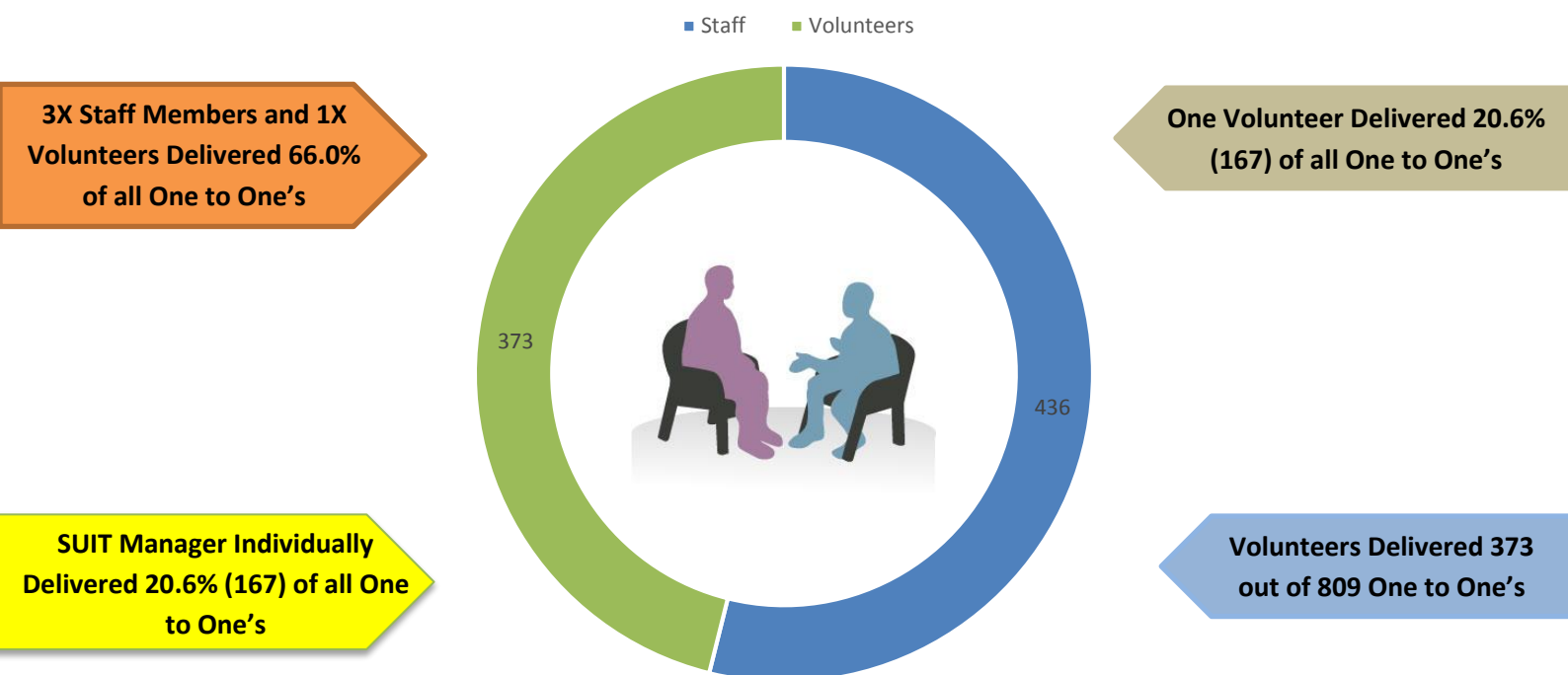


In Q2 SUIT provided a total of 809 individual one to one support sessions with people accessing the service.

This averages 3.5 support sessions per individual

6. Who Delivered Our Interventions?

A SUIT staff member delivered **53.9%** (436) of interventions through one to one support, with volunteers delivering **46.1%** (373)



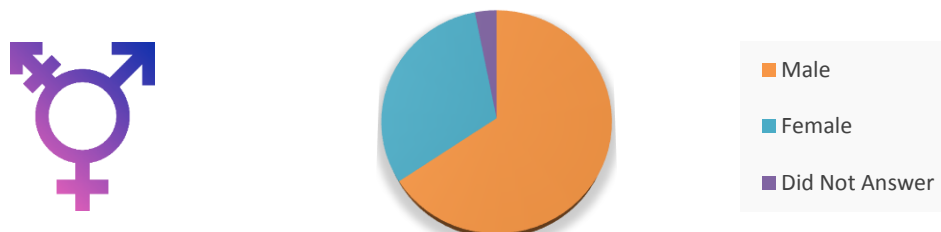
7. Gender of New Service Users

70.2% were male, **27.7%** were female and **2.1%** did not answer

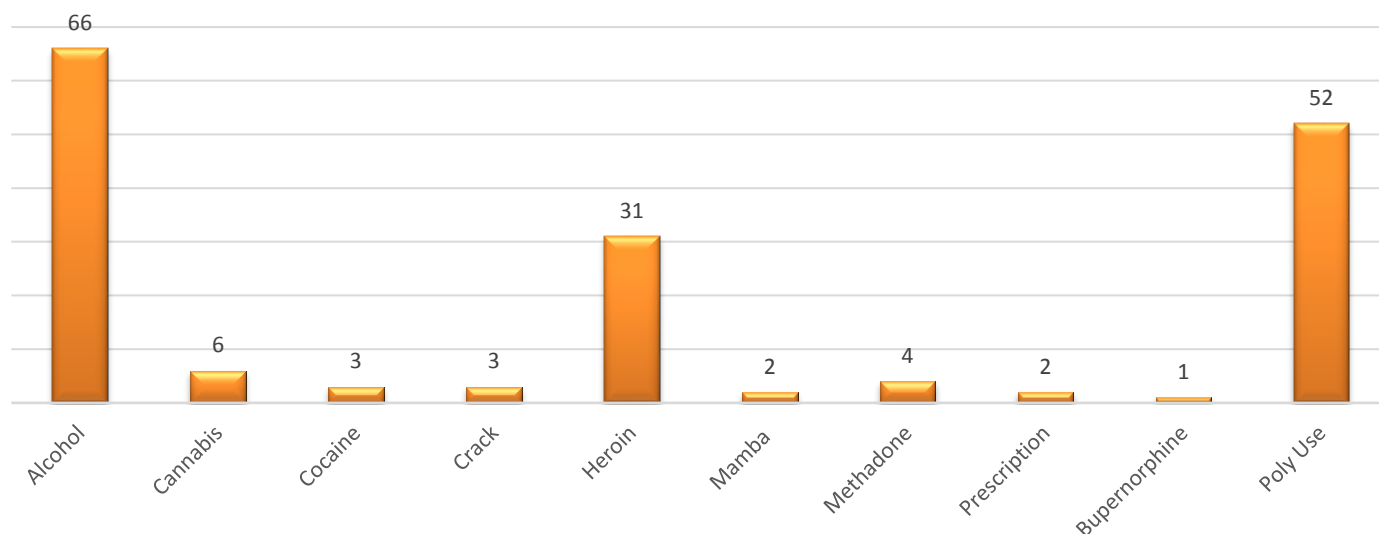


8. Gender of All New Visitors

65.6% were male and **31.3%** were female and **3.1%** did not answer



9. Primary Substance of Choice (All Substance Users)

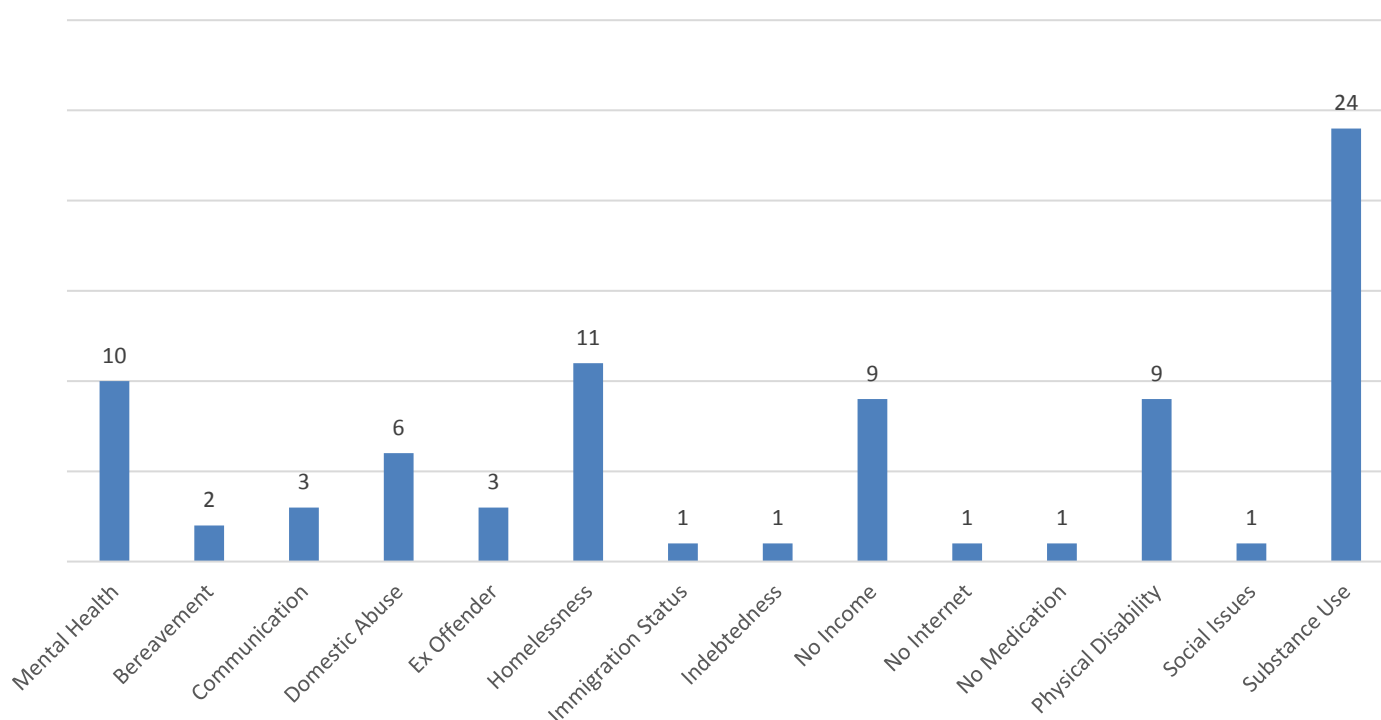


It should also be noted that **52** individuals classed themselves as poly substance users. This equates to **30.6%** of all presentations. The most common mixture of poly drug use was Heroin and Crack Cocaine, which accounted for **50.0%** of poly drug users. It is also worth noting that Alcohol use featured in 38.5% of poly substance use

10. Vulnerabilities

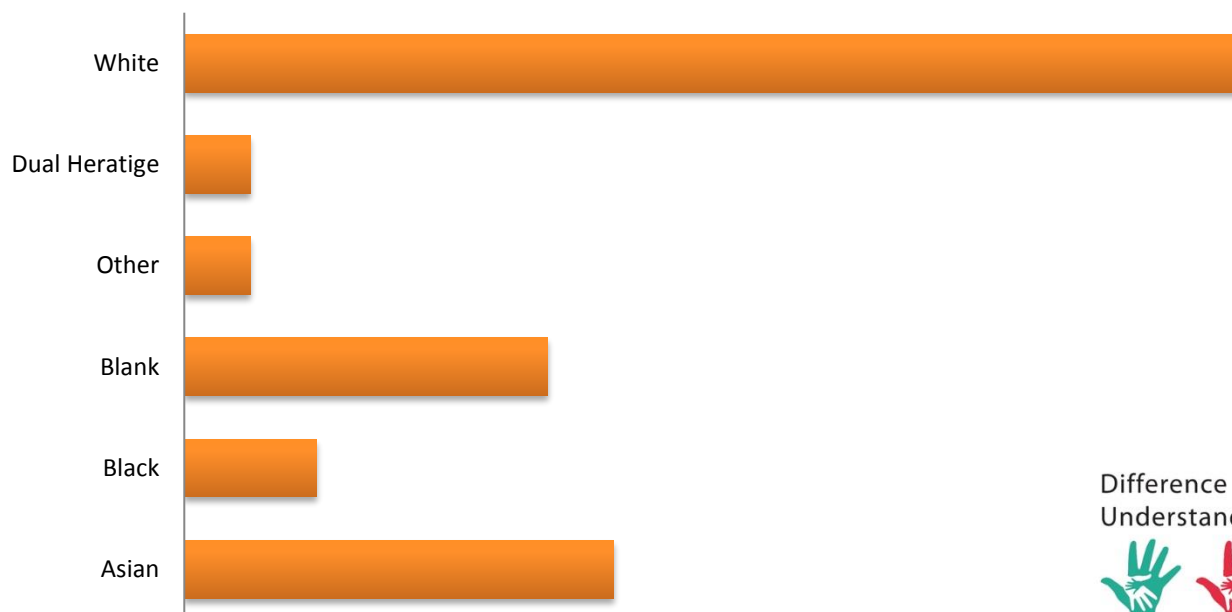
We aim to capture vulnerabilities for those accessing SUIT for help, support and guidance. This quarter, we have been able to capture presenting vulnerabilities with **40 new individuals between the period 01/07/18 and 30/09/18**. We highlighted **14 different forms of vulnerabilities** with this cohort and **82 total vulnerabilities**. **Average is 2.1 per person**

Below are the cumulative number of vulnerabilities based on 40 individuals -:



11. Ethnicity of all New Presentations

50.0% of new people seen this quarter were **White**, **6.3%** were **Black**, **20.3%** were **Asian**, **3.1%** were **Dual Heritage**, **3.1%** were from **Other Backgrounds** and **17.2%** did not answer.

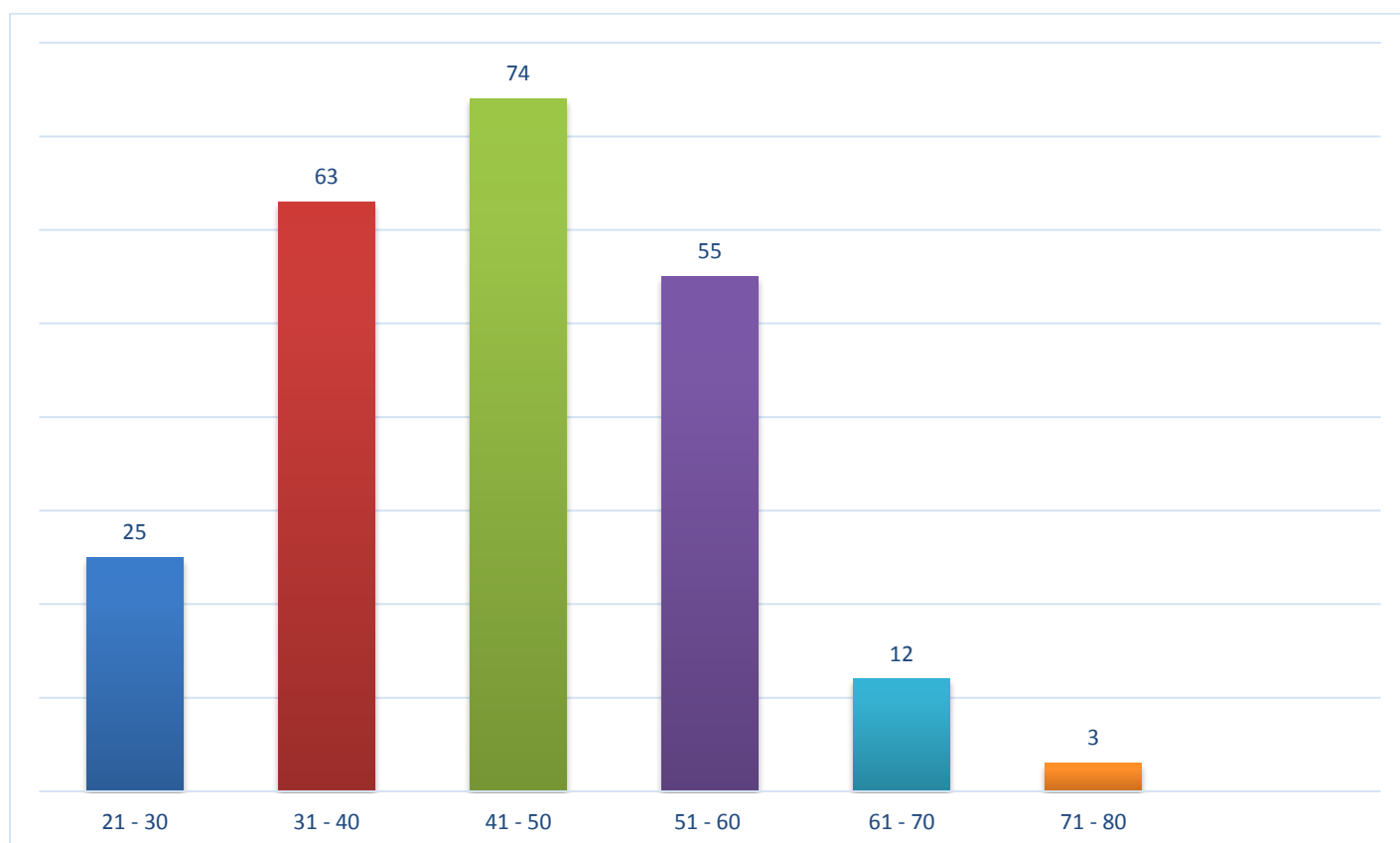


Difference doesn't matter.
Understanding does.



This means that during this quarter 32.8% of all new people that we supported came from BAME (Black, Asian and Minority Ethnic) communities.

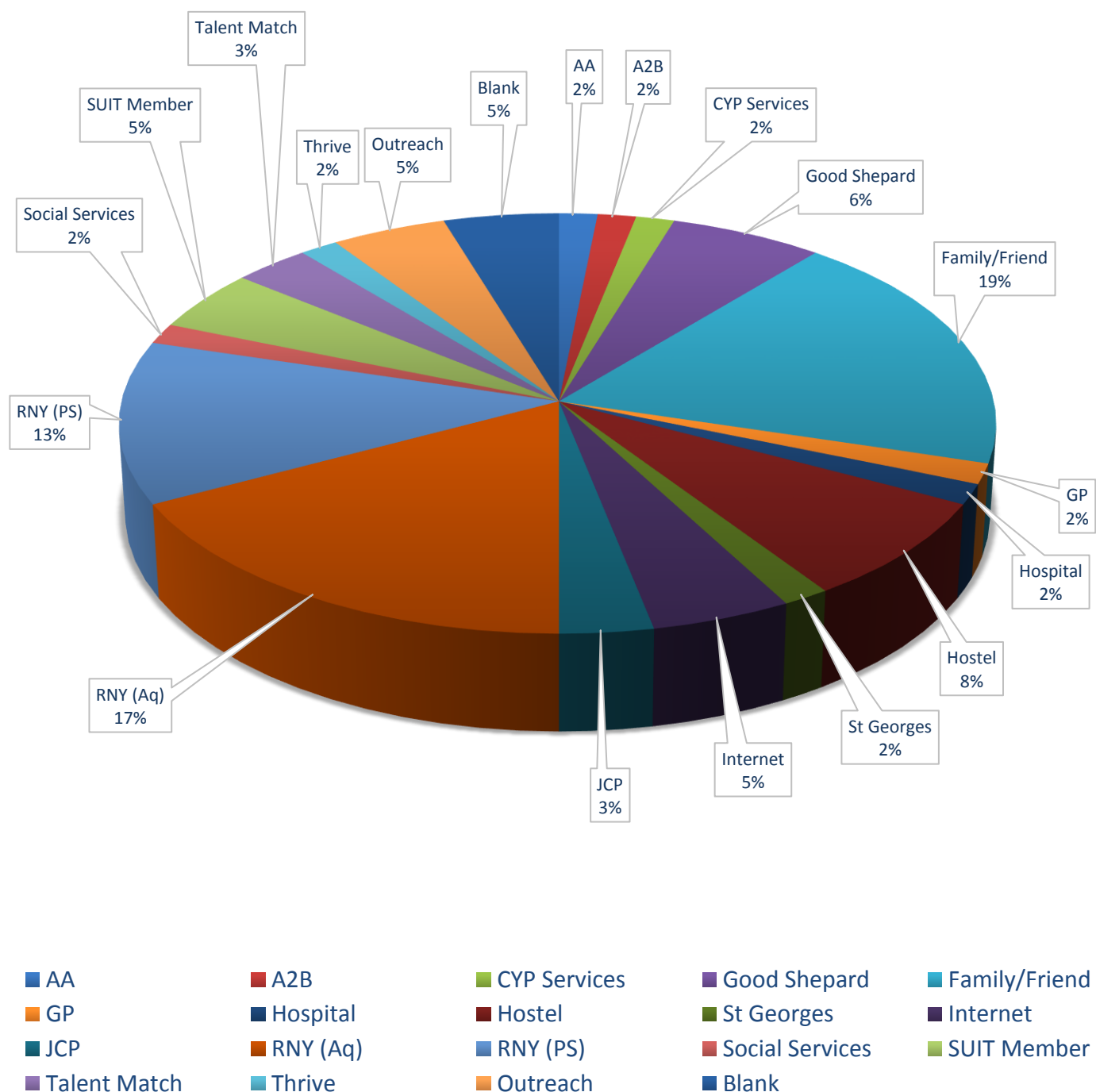
12. Age Breakdown (All People)



13. Incoming Signposting and Referrals

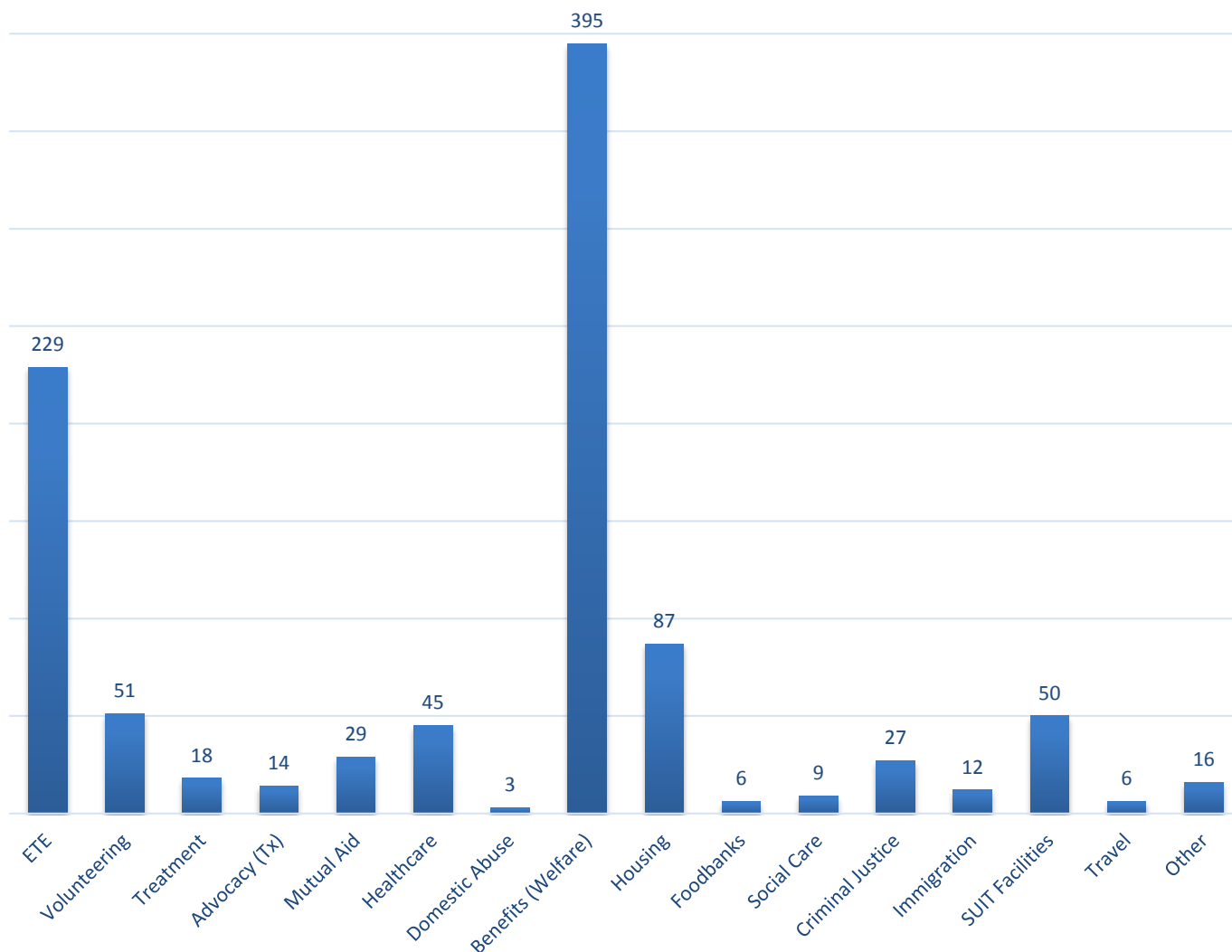
A total of **64** referrals were made this quarter by various sources. The referrals were as follows -:

Below is a breakdown of the **64 individuals who were referred in Q2 (by referral source)** -:



14. Support, Signposting, Interventions and Referrals

SUIT support, referrals, interventions and signposting totalled **997** to the following areas -:



- The '**Other**' section above includes -: Drug Policy, Utilities and DVLA.

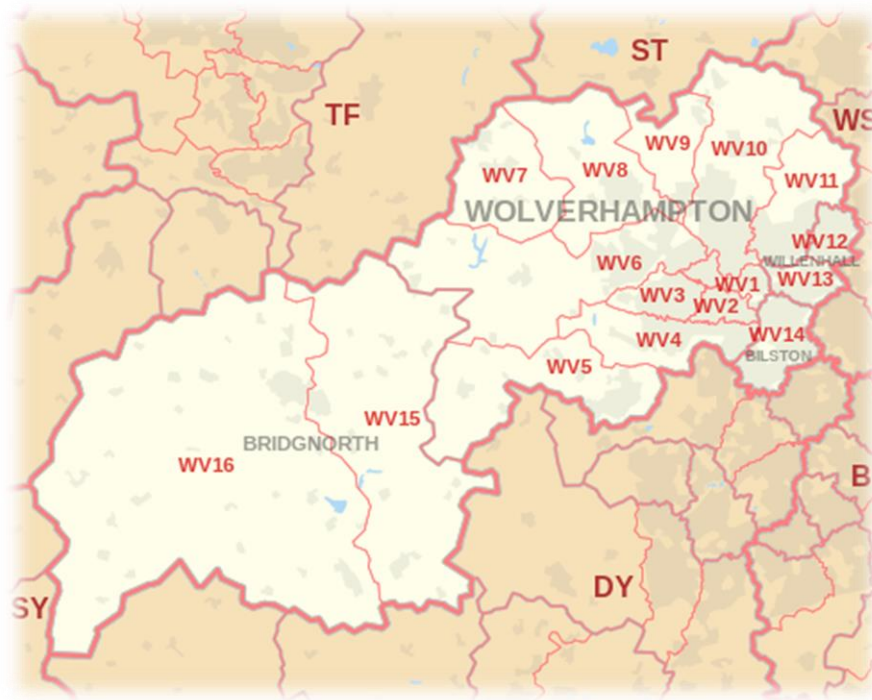


15. Benefits Advice and Housing Support

This section captures welfare and housing support and interventions offered by SUIT. There were a total of **482** interventions provided by SUIT this quarter.

This equates to **48.3%** of the overall number of interventions delivered during this quarter.

16. Where Do Our People Live?



WV1	19
WV2	29
WV3	39
WV4	26
WV5	0
WV6	27
WV7	0
WV8	1
WV9	0
WV10	24
WV11	11
WV12	2
WV13	2
WV14	15
WV15	0
WV16	1
Out of Area	10
NFA or c/o	42

21.4% of people were homeless or sofa surfing

17. Interventions Ranking

Intervention Type	Percentage Breakdown %	Overall Ranking
Welfare	39.62	1
Education, Training & Employment	22.97	2
Housing	8.73	3
Volunteering	5.12	4
SUIT Facilities (Photocopying etc.)	5.02	5
Healthcare	4.51	6
Mutual Aid	2.91	7
Criminal Justice	2.71	8
Treatment Access	1.81	9
Other	1.60	10
Advocacy (Treatment)	1.40	11
Immigration	1.20	12
Social Care	0.90	13
Travel	0.60	14
Foodbanks	0.60	14
Domestic Violence	0.30	15

18. Text Network

10 people were signed up to the SUIT text messaging service. There are currently **122** people signed up to this service.



19. Referrals to Volunteering Opportunities

SUIT referred a total of **51** individuals for volunteering opportunities to -: (Wolverhampton Volunteer Centre, Iris Project Wolverhampton, www.do-it.org, Trailblazers, Aspiring Futures, Oxfam, The Way, SOVA, Rethink, Changing Lives plus more.)

Application forms are kept in the office and the types of opportunities are explained to every person that walks through the door as appropriate.

There is a hand holding scheme in place to support service users to access the service.

Also, www-do-it.org and other opportunities that we find out about are utilised.



20. Education, Training and Employment

Employment Support has been of particular focus of this quarter.

- ✓ SUIT made a total of **251** education, training & employment interventions.
- ✓ **4 people have gained employment this quarter** (Support Work, Retail and Construction)



Educational Courses referred into this quarter include the following -:

- Business Administration
- Safeguarding
- Online Courses (Various)
- BTEC Level 2 in Peer Mentoring
- Maths, English & IT
- Health and Social Care Level 2
- Adult Literacy and Numeracy
- Health and Safety Level 2
- Confidence Building
- First Aid for Child and Baby Level 1
- Introduction to Counselling Level 1
- Mentoring level 1 and 2
- NCFE Mental Health Awareness Level 1
- NCFE Substance Misuse Awareness Level 1
- CSCS Card
- Renewable Energy
- IOSHH
- Health and Hygiene
- Digital Photography
- Creative Writing
- Plus more.....



**Empowerment
Through Education**
*Living A Dream,
Building A Future*

Volunteering & Employment Networks -:

- Access2Business (Self-employment)
- Business in the Community (Work Trials)
- Trailblazers
- Volunteer Centre
- www.do-it.org (National volunteering website)
- SUIT Volunteer programme
- Sector Based Work Academies
- Various employment open days
- Improving Futures Mentoring Programme
- Wolverhampton Volunteer Centre
- Job Change
- Other Training Providers
- Recruitment Agencies
- Plus others.....

21. Collaborative Working

This quarter we worked with a total of **202** different agencies, departments, organisations, groups and companies to support our service users and visitors.



AA	Birmingham's Women's Aid	City of Wolverhampton
Access to business	Black Country Growth Hub	College
Accord Housing	Black Country Partnership	Coalway Rd GP Surgery
Adfam	NHS Foundation Trust,	Compass
Adult Social Services	Complex Care Team (North)	Cream Fields Festival
Alcohol Concern	Blue Badge Scheme	Credit Union
Alcohol Research UK	Bournemouth - Births,	Crisis Team/Wellbeing
All Saints Action Network	Deaths, and Marriages	Team
Anawim	BPO Solutions	CRUSE Bereavement
Argos	Bristol Roads Alcohol and	CV Library
Atlantic House	Drugs Service	DBP Lettings
Atlas (Bilston)	Bristow and Sutor Solicitors	Deed Poll Office
Autobahn Garage	British Disabled Angling	Drugfam
Badger Court (YMCA)	Association	Dudley College
Baggeridge 'Challenging	British Gas	Dudley Council
Academy'	Bromford Housing	Dudley Volunteer Centre
Beatsabar Music	BT	DVLA
Betel UK	CA	DWP
Better off in	CAB	EE
Wolverhampton	Capita	Engage
Bickford Truck Hire	CGL (Scala House)	Entitled To (Website)
Limited	Chance 2013	EON
Birmingham Metropolitan	Changing Lives	Eversheds Sutherland
College	Child Maintenance Agency	Express and Star

Family Courts	McAlla Housing	Rogers and Co
Find a Job.gov.uk	Midland Heart	Safeguarding Team
Fircroft College	MITIE	Sanctuary Housing
Gangar and Co. Solicitors	N Power	Santander
Giff Gaff	NA	Scottish Power
Go Outdoors	Nehemiah Housing	Scottish widows
Good shepherd	Network Rail	Severn Trent
Gov.uk	New Cross Hospital	SFC Europe Ltd
Happy Times Hostel	New Leaf Centre	Showell Court
Head Start Wolverhampton	New Roots	Sky TV
Healthy Minds	Night shelter	SMART Recovery
HMP Birmingham	Nissi Housing	SMMGP
HMP Oakwood	NX West Midlands	Solace
HMRC	Office Clean	South Staffs Adult
Home Swap Service	Oliver Kay	Education
Homes Direct	P3	South Staffs Council
Homes in the City	P3 Various Teams	SOVA
Homeserve	Passport office	Squeaky Clean
Hope into Action	Penn Hospital	SSE
Housing First	Pennfields Medical	Staffordshire Women's Aid
in2work	Centre/Health centre	Stephenson's
Indeed	Pertemps	Steps to Health
Irwin Mitchell	Post Office	Stonham
Jacobs	Poundland	Sunrise Gracewell Careers
JB Construction1 Ltd	Probation	Swan Medical Centre
JCP	QTT	Swift personnel
Jennings	Queen's Bench	TA Law
Jericho House	RAC	TACT
Job change	Ravi (Landlord)	Talent Match
Jubilee Centre	Rees Page	Talk Jobs
Jubilee Talent Recruitment	Refuge Migrant Centre	Tata Steel
Agency	Release	The Coleman Group
Law Rep	Rent with Confidence	The Adventist
Learn Direct	Revolving Doors	The Haven
Lowell Financial	Rise	The Hub
Mayfair Surgery	RNY	The Well

Thrive into work
Thornley Street GP Surgery
TLC College
Topps Training
Total Jobs
Trailblazers
Transform
Trident
Turning Point
TV Licensing
UJM
Umbrella Lane
Universal Credit
Utilita

Virgin Media
Visa
Walsall Haven
WCC
Welfare Rights
Welfare Rights-Cornwall
Wellington Rd Surgery
West Midlands Metro
West Midlands Pension
Fund
West Midlands Police
Willowdene Farm Rehab
Wolverhampton Adult
Education

Wolverhampton
Community Radio
Wolverhampton Homes
Wolverhampton Legal
Advice Centre
Wolverhampton Victim
Support
wolves@work
WVSC (Various
Departments)
WVSC Volunteer Centre
www.do-it.org
www.propertymentor.co.uk
www.whios.com

22. Service User Satisfaction

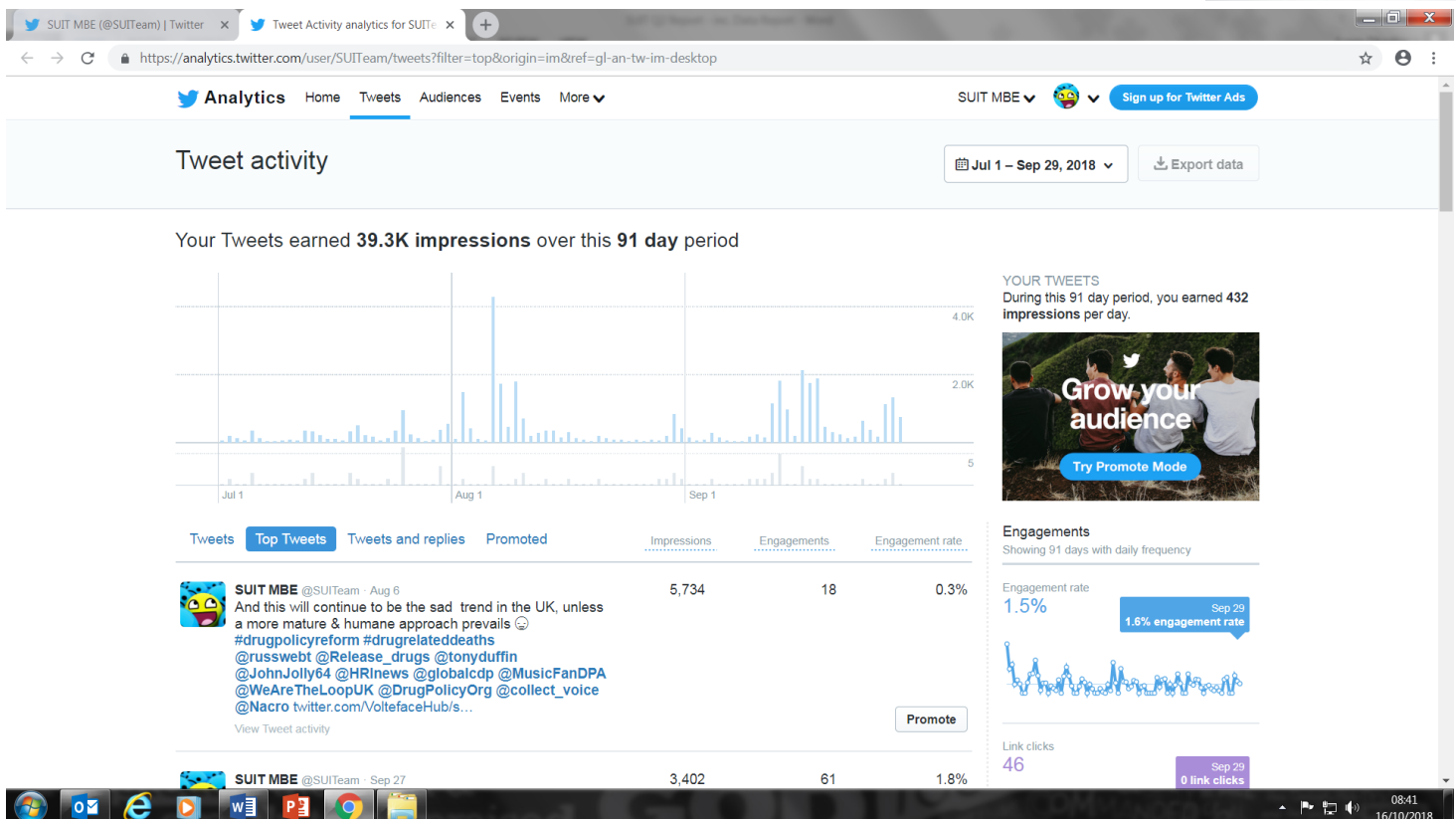
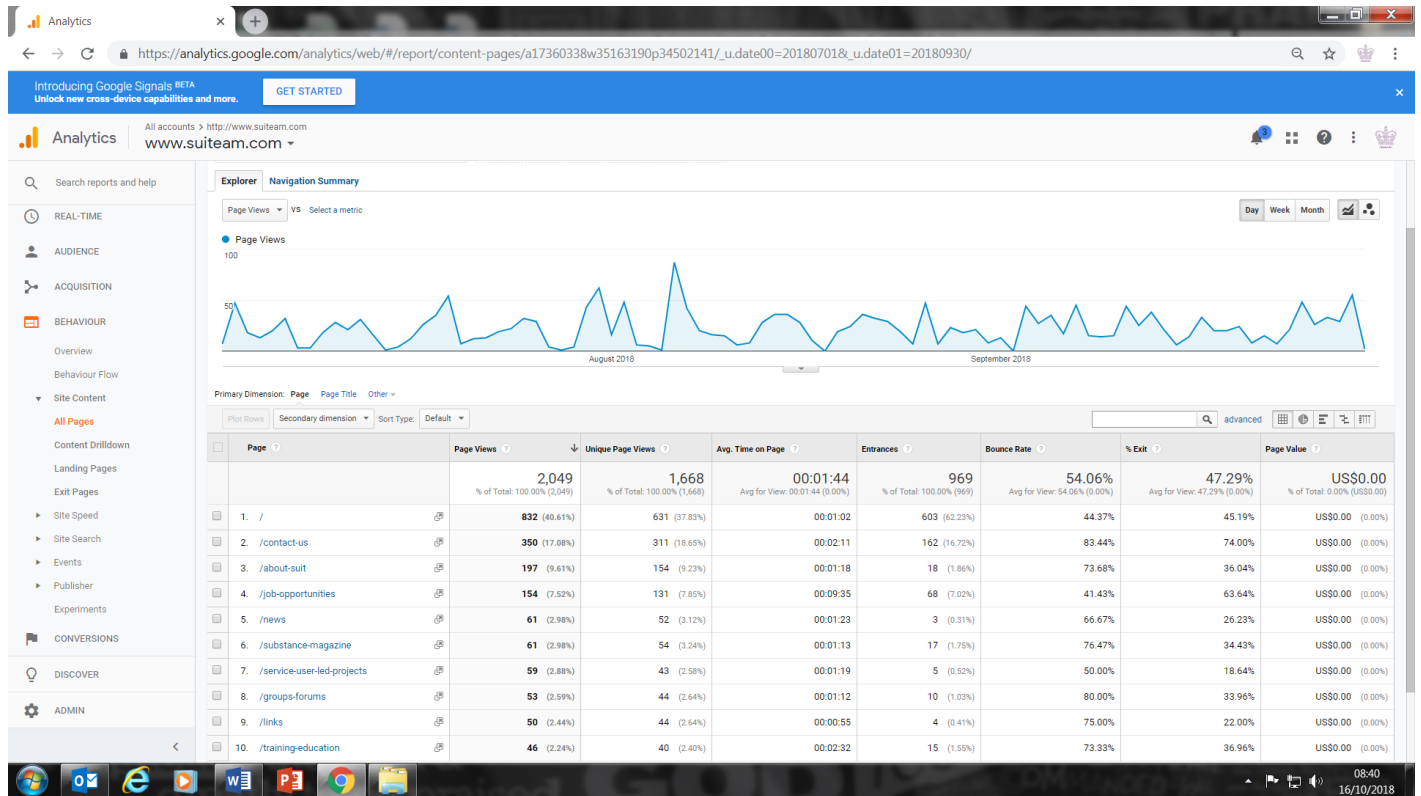


Of the **64** new people that accessed SUIT during this quarter, **85.9%** stated that we had met their overall needs, with **0%** saying that we did not meet their needs with a further **14.1%** not being asked the question.

23.SUIT Website/Social Media



Google Analytics



Key Summary - SUIT Q2 (2018/19)

- Total number of people seen this quarter was **232**.
- A total of **997** support interventions, signposts and referrals were made, with **22.97%** focused on education, training and employment.
- The **top 3** ranking interventions delivered were -: **welfare**, **education/training/employment** and **housing** respectively.
- **21.4%** of all the people supported were **'homeless'** or **'sofa surfing'** this quarter.
- **85.9%** of those asked, stated that SUIT **had met their needs**.
- Difficulties with **Substance Misuse** accounted as the main vulnerability, followed by **Homelessness** then **Mental Health**. Each person that was asked had an average of **2.1** forms of vulnerability.
- We supported **4** individuals in **gaining employment** this quarter.
- Within welfare interventions, **Universal Credit** accounted for **50.6%**.
- **82.8%** of our service users were aged between **31 and 60**.
- **809** individual one to one support sessions were delivered.
- SUIT worked with **202** different agencies/departments.
- We conducted **outreach** (including home visits, appointment support and hospital liaison) on **33** occasions.
- We were involved in **32** separate meetings, consultations, media appearances, outreach, training and events.
- **48.3%** of interventions were focussed on **welfare and housing**.
- SUIT **website** received visitors from **156 cities** from **40 countries** making **2049 page views**.
- **Twitter** – our tweets earned **39.3K** impressions during this quarter.
- Each intervention cost **£32.60** (*Grant divided by four, then divided by the total number of interventions*).

For further information please contact us on -:

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2014 Recipients of the coveted Queens Award for Voluntary Service equivalent of MBE