



Welcome to our newsletter reporting on highlights for 2017/18 and our current work in 2018/19

[Resolving Chaos](#) is a community interest company established to bring individuals, communities and organisations together to find better and more sustainable ways to improve the health and well-being of vulnerable people.

2017/18 has been an important year for Resolving Chaos marking a change in direction away from direct front-line delivery for people with multiple and complex needs towards a broader focus on facilitating collaboration, cross-sector partnerships, community building and place-based engagement, as well as our core business of evaluation.

Please do get in touch if you think we could help you in developing your ideas, services and initiatives.

Below is a selection of highlights from our work in 2017/18, and news about current work we are undertaking with partners across London and Hertfordshire.

Connecting Communities 2017/18



Connect Hertfordshire's role is to empower, promote and support voluntary sector organisations - three and a half thousand registered charities - in the county.

Our team is focused on exploring new opportunities for development for the VCS, particularly integrating work across agendas that contribute to Health and Well Being.

We're mapping networks and forums, identifying gaps and enabling other networks to develop. One such is a new Herts Older People's Network.

We're having conversations with key organisations who work with older client groups, about the best way to link up local groups, promote ideas and good practice, and to represent and

promote the voices of older people in the county.

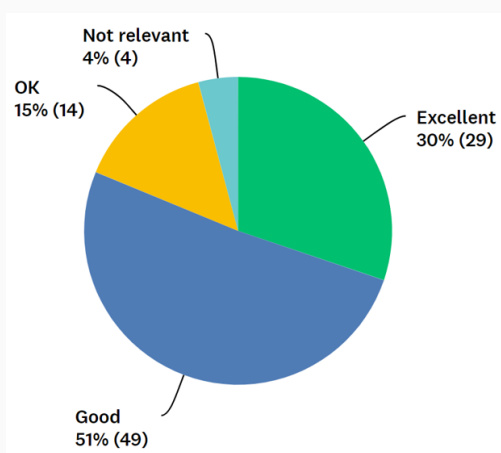


collaborating with the Herts Sports Partnership to encourage more "non-sporting" voluntary groups to be part of the Reducing Inactivity agenda to tackle obesity levels.



This year is the Hertfordshire Year of Physical Activity (YOPA 2018) and Connect Hertfordshire is

A priority is to maximise resources by enabling opportunities for partnership working. Masterclasses are a sustainable way of using “share and learn” principles, with the audience hearing presentations from two local but different organisations demonstrating best practice. Recent Masterclasses on Partnership and Business Development attracted 55 delegates and positive feedback means that four further masterclasses will be offered this year.



A survey of stakeholders carried out in April has shown that over 80% of respondents rated Connect Hertfordshire’s service as good or excellent.

A New Housing and Communities Initiative

This initiative is putting a focus on tenants and families in general needs housing who may have rent arrears, poor health (including mental health and early signs of dementia) and are often isolated, poor with high debt, and not necessarily eligible for existing care or support.

We are working to develop an overarching piece working at a strategic level with key partner organisation (HACT, Centre for Mental Health, Housing LIN and UCLAN).

Our approach is to identify;

- Cross-cutting themes
- Asset based approaches
- Person centred approaches
- Community led approaches – including using community researchers

The group agreed to hold a **roundtable on July 17th** to invite housing providers, health partners and other interested parties. If you are interested in attending, please get in touch by contacting Marty on 0207 307 2828.

Forthcoming Events

- [Hertfordshire Compact Forum](#) 14th June
 - [Small Charity Week 2018](#) 18th – 23rd June
 - [Hertfordshire Funding Fair 2018](#) 14th Sept 2018
 - [Voluntary sector conference](#) 30th Oct 2018 on “Connecting lives, Combating isolation”
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Our track record of success

You Can Team – An Innovative partnership programme shortlisted for LGC award



Resolving Chaos teamed up with South London and the Maudsley NHS Trust to create the You Can team, and pilot initiative supporting people with multiple needs in the district council areas of Three Rivers and Hertsmere. This pilot project completed in July 2017 and delivered its final report to the Sponsor group link to report.

The programme was supported by the county and district councils, local police, NHS and charity partners the programme improved many people's lives and saved the taxpayer money by taking the strain off emergency services. This innovate initiative was shortlisted for the prestigious Local Government Chronicle Health and Social Care Award.



David Lloyd the Hertfordshire Police and Crime

Commissioner visited the 'You Can' project last year at its base in South Oxhey. The Commissioner explained:

"This project that I helped to fund with other organisations is a great example of something that we can all work together on. If we can properly support adults with difficulties like this - that is how we end up getting a better outcome for them and a better outcome for the taxpayer."

The programme supported the objectives contained in Hertfordshire's Police and Crime

Plan - 'Everybody's Business: Community Safety and Criminal Justice Plan' sets out the Police and Crime Commissioners vision for the next 5 years.



“The You Can team used live case examples to illustrate the impact the team is having on a day to day basis – and the benefits the programme brings to people with complex needs and the partner organisations we work with reducing demand on crisis and emergency services and improving outcomes for people. The PCCs commitment to the project was great to hear as was his recognition of the important role in working sensitively and appropriately with people with multiple needs.”

Paul Kelly, Resolving Chaos Director of Operations

Below is a selection of current projects that are being finalised over the next few months with reports from these being published shortly. If you would like to receive our Newsletter that will make available reports on the findings from our work then please sign up [here](#):



2018/19 - Current projects reporting in the summer

Helping to shape new guidance to safeguard rough sleepers in London

Resolving Chaos and [Aurora Project Lambeth](#) have produced a report from focus groups examining draft guidance on Safeguarding and Homelessness for London.

We were commissioned by London Homeless Health Programme who co-ordinated the consultation for a new appendix to the London Multi-Agency Adult Safeguarding Policy and Procedures led by the London Adult Safeguarding Board.

In partnership with Aurora, 12 people with lived experience of homelessness, mental health problems and substance misuse issues were gathered for two focus groups. The final report will accompany the papers to the London Adult Safeguarding Board where the outcomes of the consultation will be considered. This is important work that will help protect vulnerable people sleeping rough and we will report on the findings and next steps in our next newsletter.



Economic evaluation of Psychology in Hostels (PIH) Project in South London – A longitudinal analysis of service and costs, led by Resolving Chaos

Resolving Chaos was commissioned to undertake an economic evaluation of the Psychology in Hostels (PIH) project in Lambeth in 2015 by the PIH partnership. Resolving Chaos worked with the partnership to develop the approach to evaluation and with service and data providers to deliver the arrangements for data collection, cleaning and reporting.

The PIH is a pilot project that is run by South London and Maudsley NHS Foundation Trust (SLaM), Thames Reach and London Borough of Lambeth, based in hostels. Its aim is to provide mental health support to a highly vulnerable population of homeless

people, many of whom have severe mental health problems, histories of complex trauma and drug and alcohol abuse. Many of the hostel residents had frequent evictions and were in frequent contact with criminal justice. By improving peoples' mental health outcome, the project also seeks to reduce their criminal activity and to help them remain in and move to more stable housing situations.

The aim of the evaluation is to understand if the PIH project led to short and long-term changes in service use and costs for individuals using the project.

Working closely with PSSRU at the LSE to undertake the analysis of the data collected over three years a final report will be presented to the steering group in June. This report will present findings of the analysis of data from 30 individuals, who used the Psychology in Hostels (PIH) project in South London project after January 2011.

Evaluation into the Health Inclusion Team Plus service

This evaluation aims to demonstrate the value and impact of the work of the Health Inclusion Plus service in Southwark and Lewisham within Guys and St Thomas' NHS Trust.

It was commissioned to study the work of the new service model to date; to hear views from key stakeholders; report on activity as required by the Queens Nursing Institute who are funding the service for one year; assess other models of providing similar services both; as well as to provide case studies that demonstrate the approach and apply financial data to demonstrate the impact of the work.