Birmingham Changing Futures Together’s purpose is to secure systems change designed to improve the lives of people with multiple and complex needs (homelessness, offending behaviour, substance misuse and mental health).

By creating the Lead Worker Peer Mentor service, it has proved the transformative power of Peer Mentors being at the heart of service provision. With lived experience, Peer Mentors identify small but crucial changes to service provision that significantly deepen the level of engagement. They also quickly win service users’ trust, who in turn commit to the change process.

Using the New Economy Manchester tool, the EIA compares the service use of individuals engaged with the Lead Worker Peer Mentor service over their final four quarters of engagement or the four quarters leading up to 31 March 2018, with the 12 months prior to their engagement.

The total potential annual saving to central and local government agencies, calculated using the New Economy Manchester Tool across the 284 service users engaged with the programme in the five categories of evictions, convictions, presentations at A&E, hospital inpatient episodes and face-to-face contacts with Community Mental Health Teams.

Add savings across categories not included in the New Manchester Economy Tool, such as arrests and nights spent in custody, and the total saving would be significantly higher.

Over £730,000 of savings

Pressure on the NHS

Pressure relieved on the already stretched NHS.

50% Visits to the A&E

67% Hospital inpatient episodes

Police & Criminal Justice System

Pressure lifted from the police and criminal justice system.

- Arrests: 72%
- Police cautions: 77%
- Nights spent in police custody: 74%
- Crown Court proceedings: 83%
- Convictions: 73%
- Nights in prison: 54%

Home Retention

Keeping their homes.

- Evictions reduction: 55%

Engaging with the right services

A marked increase in the engagement with services best placed to provide the support they need.

- Face-to-face contacts with the Community Mental Health Teams: 78%
- Face-to-face contacts with drug and alcohol services: 109%
- The number of days spent in inpatient detoxification: 49%
- The number of weeks spent in residential rehabilitation: 33%