

If you are working with, or know someone who you think would benefit from a dedicated key worker to help them navigate local and national statutory and voluntary sector support systems, referrals can be made as follows:



SCAN ME

Download and complete a copy of the referral form at: <https://www.redcar-cleveland.gov.uk/south-tees-changing-futures-programme>

Or contact the Redcar and Cleveland Council Adult Access team by:

E: [accessadultsteam@redcar-cleveland.gov.uk](mailto:accessadultsteam@redcar-cleveland.gov.uk)

If you have any queries about the referral process or wish to discuss potential other avenues of support for those that do not qualify for Changing Futures, you can contact the Adult Access Team by calling: **01642 065070**



For an informal chat about the programme and how it could benefit your service and the lives of the people you work with, please contact us by calling:

**01642 771588**



Department for Levelling Up,  
Housing & Communities



COMMUNITY  
FUND





The South Tees Changing Futures programme is a joint initiative by Middlesbrough and Redcar & Cleveland Councils enabling all local organisations to work in partnership to better support those who experience multiple disadvantages. The programme is one of fifteen partnerships nationwide that successfully bid for funding from the Department for Levelling Up, Housing and Communities (DLUHC) and The National Lottery Community Fund.



## What are the eligibility Criteria?

The person requiring support from the Changing Futures Programme must be over the age of 18, not currently residing with dependants under the age of 16 and must be experiencing two or more of the following issues:

- **Experiencing domestic abuse**
- **Homelessness / acute housing issue**
- **Substance or alcohol misuse**
- **Mental health issues**
- **Repeated contact with the criminal justice system**

We are here to support our most vulnerable residents across the South Tees area.

Our team of key workers will provide intensive and respectful support for people experiencing multiple disadvantages. We will work with local specialist services to affect and sustain positive changes in their lives, working directly with people to help them understand and learn how to meet their own needs, build upon their strengths, and reach a point where our assistance is no longer required.

## Why should you refer someone to Changing Futures?

- We do not duplicate or remove the need for services from other organisations, we work with, complement, and enhance other services to ensure the best possible chance of positive outcomes for everyone we engage with
- We help people with multiple disadvantages navigate the complex system of support
- Holistic, person centric support provides better outcomes for the people and any other organisations involved in supporting that person
- We do not signpost; we help arrange and ensure attendance at appointments
- There is no set timescale, the change is owned by the person not the service
- We are not limited to time restricted weekly or monthly appointments
- Trust is established through our actions and the fact that many of our key workers have lived experience
- We co-design a recovery plan with people, we do not 'do to' them
- We have time to really listen to and act upon the person's story
- Key workers can help with form filling, benefit applications, debt management, housing support etc