

7 Appendices

7.1 Appendix 1: Glossary of terms and abbreviations

AWP	Avon and Wiltshire NHS Partnership Trust
BNSSG	Bristol, North Somerset and South Gloucestershire (CCG)
BDP	Bristol Drug Project
CCG	Clinical Commissioning Group
CFE	CFE Research - national evaluator for the Fulfilling Lives programme
Changing Futures	An initiative launched in 2021 by MHCLG and National Lottery to improve outcomes for adults experiencing multiple disadvantage
CEAG	Citizens with Experience Advisory group (became IF Group)
CSB	Creative Solutions Board
EAG	GK Evaluation Advisory Group
EDI	Equality, diversity and inclusion
Fulfilling Lives	An 8 year National Lottery Community Fund project to support the transformation of services for people with multiple complex needs
GK	Golden Key
Homelessness Outcomes Star	A tool to measure changes in outcomes for people with multiple complex needs - www.outcomesstar.org.uk/homelessness/
Housing First	An initiative to ensure stable accommodation for people experiencing multiple complex needs
IF Group	Independent Futures – GK’s experts by experience group
LGBT	Lesbian, gay, bi and transsexual
MCN	Multiple complex needs – also referred to as severe and multiple disadvantage
MEAM	Making Every Adult Matter
MHCLG	Ministry of Housing, Communities and Local Government
NDT	New Directions Team assessment tool (formerly the Chaos Index) - http://www.meam.org.uk/wp-content/uploads/2010/05/NDT-Assessment-process-summary-April-2008.pdf
Nvivo	Software for analysing qualitative data
p-value	A measure of the statistical significance of a particular analysis
PB	GK Partnership Board
PIE	Psychologically Informed Environment
SCT	GK Service Coordinator Team
SMD	Severe and multiple disadvantage
UWE	University of the West of England

7.2 Appendix 2: Client voice interview schedule

PART 1 – Introduction

1. Can I start with asking who your Service Coordinator was?
2. Can you remember roughly when that was?

PART 2 – Is your life any different because of GK?

3. How is your life different since before you worked with << Service Coordinator name>>?
4. What is different about it?

PART 3 – Was there anything that GK did which helped that change come about?

5. What did << Service Coordinator name>> do to support you?
6. How was that support different, if at all, to any support you've had from other services?

PART 4 – Could anything be improved?

7. What do you think Golden Key did/ does well?
8. If you could change one thing about Golden Key, what would it be?

PART 5 – interview close

9. Is there anything else you want to add?

7.3 Appendix 3: Golden Key programme eligibility criteria (2019/2020)

All clients must fit Golden Key eligibility criteria:

1. Entrenched and/or cyclical experiences

People who may have had contact with a variety of support services over a number of years but their issues remain problematic. People who experience repeated patterns of accessing different services but who never manage to sustain positive change – this is sometimes described as ‘revolving doors’. Examples of the above that have been accepted so far include:

- *Multiple unsuccessful in-patient detoxifications from opiates, alcohol or benzodiazepines.*
- *20 year pattern of short stays in prison for acquisitive crime, evictions and exclusions from Level 1 accommodation and street homelessness.*
- *Regular interventions from Mental Health Crisis Team, multiple Sections under the Mental Health Act*

2. Barriers to engaging with services

People who face significant blocks and barriers to accessing effective support and/or who are unable to engage effectively with the services that are currently available to them. Some of the blocks and barriers that have been identified for our clients so far include:

- *Demographic profile*
- *Geographical location*
- *Risk management issues*
- *Lack of appropriate housing*
- *Disability*
- *Historic abuse*

3. Multiple Complex Needs

People must also have significant or extreme needs in at least 3 of the following areas:

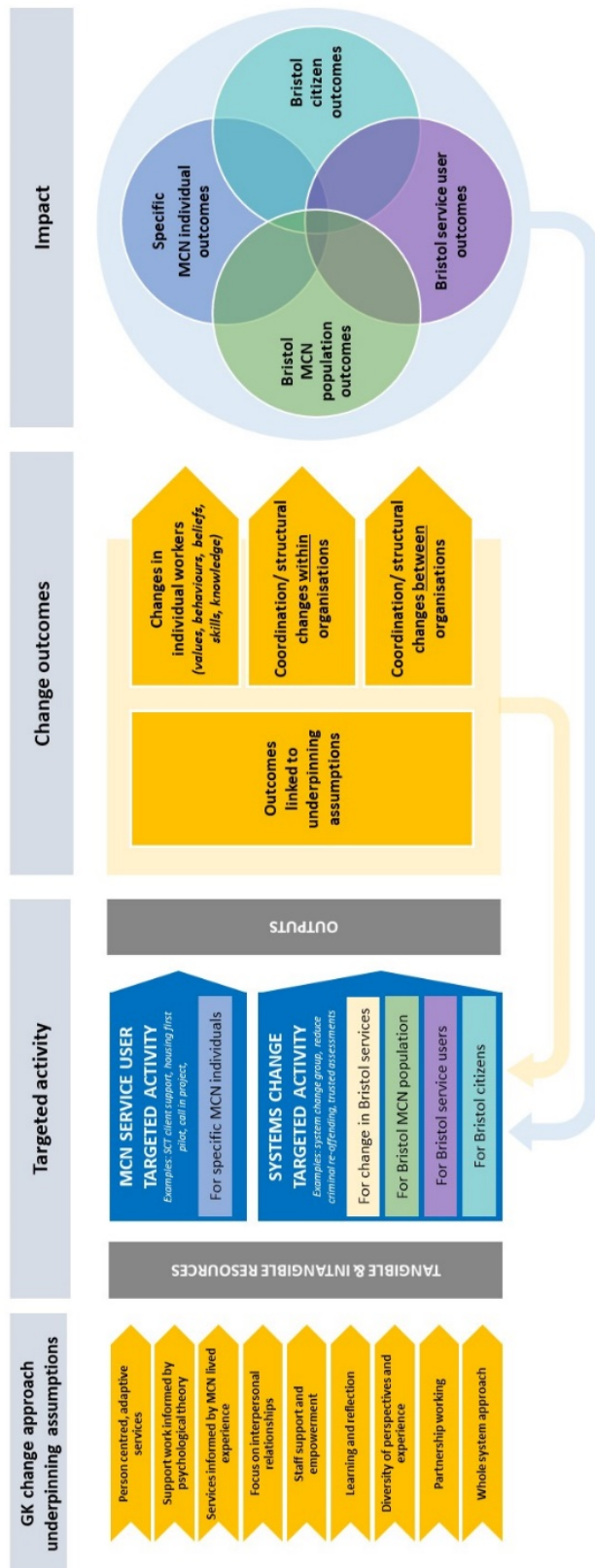
- *Substance Misuse: Ongoing or significant historic problematic use of either legal or illegal substances. Examples include individual who have been dependent on multiple substances over a number of years, have experienced many unsuccessful attempts at detoxification and who are experiencing significant physical health issues as a consequence of their substance misuse.*
- *Homelessness: Currently homeless, living in temporary accommodation, vulnerably housed or at significant risk of becoming homeless. Examples include individuals that have experienced patterns of repeated homelessness over a number of years or who have had several failed attempts at different types of housing solution.*
- *Mental Health: Affected by significant mental health issues, no formal diagnosis is required. Examples include people that are experiencing significant long term mental health issues and/or who have had repeated detentions under the Mental Health Act.*

Offending: Includes current behaviour, significant historic behaviour and /or risk of reoffending. Examples include individuals that have involvement from long term offender management services (MAPPA, IRIS and IMPACT) and repeat prison stays.

7.4 Appendix 4: Phase 4 local evaluation framework

Full details of our evaluation framework available on GK’s website: <https://www.goldenkeybristol.org.uk/impact-evaluation-reports> “Golden Key phase 4 evaluation framework (2021)”

Phase 4 evaluation framework



Underpinning assumptions describes the shared principles and beliefs that inform GKs approach to service delivery and systems change. The evaluation will try to identify and trace these assumptions through GK activities, to understand their role (or mechanism) in developing change.

Targeted activity reflects the range of activities GK is facilitating. **Service user targeted activities** primarily intend to achieve change for specific MCN individuals (e.g. the Service Coordinator team, Housing First work with GK clients). **Service user targeted activity** focuses on specific MCN individuals but may also lead to change outcomes and impact. **Systems change targeted activities** mainly aim to generate change outcomes in or between services which can then lead to impact (e.g. Reducing Criminal Reoffending Board).

Change outcomes are the interim or intermediate changes for individuals, organisations and the wider system which GK expect will lead to impact. Understanding these change outcomes helps us to learn what change is happening but also relate it to GK’s activity and associated impact which strengthens the evaluation.

Impact is the ultimate change that GK intends to achieve for service users and the wider community. We’ve put these in four different categories to help us identify any patterns between activities, change outcomes and impact.