

The Golden Key Partnership

programme delivery

Partnership Board

Oversees strategic direction and cultural impact of Golden Key.

Programme Team

Coordinates, supports and commissions activities across all aspects of the programme. Links system change activity locally and nationally.

Service Coordinator Team

Client-facing workers involved in activities to support, learn and understand our clients' experiences; influencing change in the way that systems support people with complex needs.

Clients

Our clients' experiences provide the evidence we use to drive system change.

Independent Futures

People with lived experience of complex needs who work across the partnership, the city and nationwide to improve service delivery for people with complex needs.

Psychologically Informed Environment (PIE) Partnership Group

People from local organisations who share learning, resources and support on the use of PIEs in services..

Local Evaluator

Evaluating the progress and success of Golden Key.

Peer Mentoring Service

Training individuals with lived experience to support people with complex needs.

System Change Group

People from services across the city who are committed to making change happen; creating solutions to blocks in the systems that are experienced by clients with complex needs.

Agents of Change

People who are trained in systems thinking who are interested in instigating change to improve systems for people with complex needs.

National Evaluator

Evaluating the progress and success of all the Fulfilling Lives project.



Golden Key is a partnership of 19 organisations from Bristol. We work together to improve services for Bristol citizens with the most complex needs.

We are an eight-year pilot funded by the Big Lottery. Our work is continuously and independently evaluated. This is so lessons can be learned about how services can be made better for the most vulnerable - not just here in Bristol but across the whole of the UK.

We work with clients who have been identified as having complex needs. All of them experience a challenging mix of homelessness, long term mental health problems, dependency on drugs / alcohol and offending behaviour.

By working closely with these clients, we are able to see the system through their eyes and pinpoint areas where it is not working. We use this information to identify the changes services need to make for the better, both strategically and operationally.

We are bringing about change at every level - from the way we structure services, to the way we run the city.

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