



Ministry of Housing,  
Communities &  
Local Government

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# Achievements of the Changing Futures programme

The Changing Futures programme is a £92 million initiative between Government and The National Lottery Community Fund. It seeks to test innovative approaches to improving outcomes for people experiencing multiple disadvantage, including homelessness, drug and/or alcohol problems, mental health problems, domestic abuse and contact with the criminal justice system. Up to September 2024 the programme had provided direct support to almost 5,000 people.

This infographic summarises the achievements of the Changing Futures programme at the individual, service and system levels. It draws on information provided by people who had received support from the programme and views from programme staff and stakeholders in areas that received funding.\*

## Positive outcomes for people experiencing multiple disadvantage

There were statistically significant improvements in key outcomes for people receiving support from the programme.

### Reduction in homelessness and rough sleeping

Recent experience of homelessness reduced from

**62%**



to

**49%**

Recent experience of rough sleeping reduced from

**30%**



to

**16%**

### Improved Health

**29%**



reported improved physical health

**37%**



reported an increased ability to manage mental health problems

**37%**

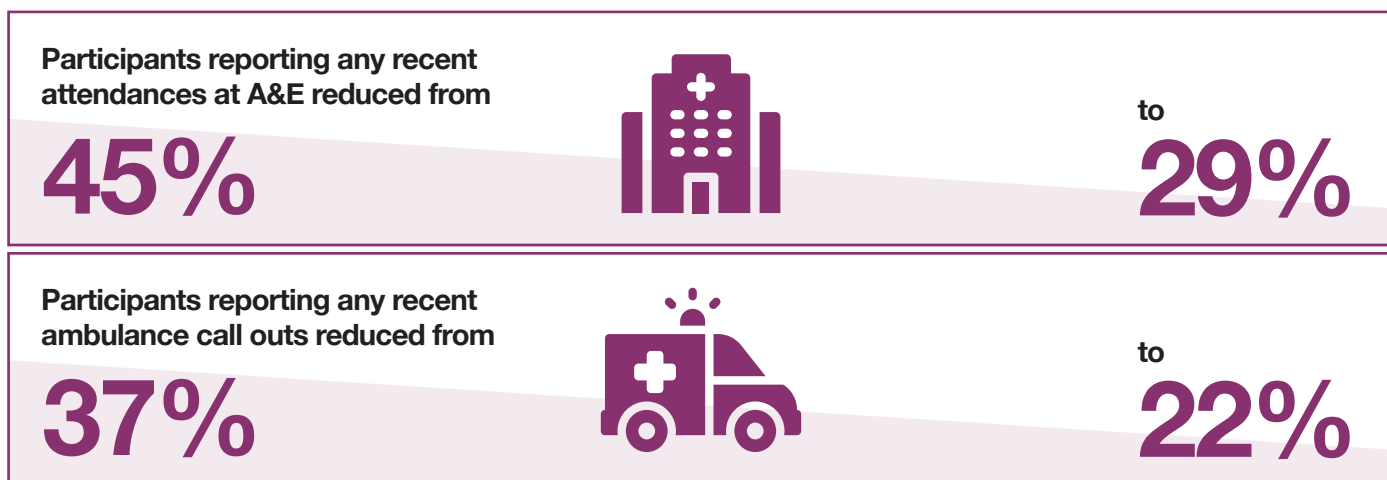


reported an increased ability to cope with their problems without misusing drugs or alcohol

\* Bases for statistics differ depending on how many people provided data on a particular topic. Change over time for participants is based on surveys completed shortly after they joined the programme and then again after approximately 12 months' of support. As participants joined the programme on a rolling basis, these 12 months are not the same 12 months for all participants and span the period from September 2021 to September 2024.

## Reduction in use of emergency services

There were significant reductions in average attendance at accident and emergency (A&E) and ambulance call outs.



## Reductions in victimisation



Interviews with programme participants, staff and stakeholders indicate that Changing Futures caseworker support is instrumental in supporting participants to get the help they need. This includes linking people to services, advocacy and providing practical and emotional support. See the Caseworker infographic in this series for more information on their role.

For some people, the support provided by Changing Futures has been life-changing:

**I owe [Changing Futures] my life... I was very, very ill. Without this support, I could've been gone. I'm nearly 13 months now, with no drink, no drugs. My life is just so different from how it was 18 months ago. I've always been an addict, I've always had drink, it has always been part of my life. But now, to go over a year without it, day-by-by, I love it.**

## Improving local services

Changing Futures has provided a wide range of workforce development activities to increase awareness of multiple disadvantage and trauma-informed practice.<sup>†</sup> People taking part in the evaluation said this had helped to reduce the stigma surrounding multiple disadvantage among professionals.

# 84%

of Changing Futures stakeholders responding to a survey agreed the programme had improved trauma-informed practice locally.



The evaluation evidence indicates the following are effective ways to support people experiencing multiple disadvantage:



**Teams of caseworkers with small caseloads**



**Employment of staff with lived experience of multiple disadvantage**



**Flexible, personalised support built on trusting relationships**



**Multi-disciplinary teams and forums**

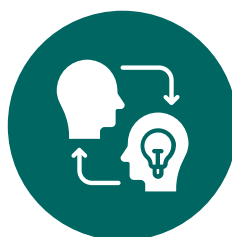


**Changing Futures team members embedded or co-located with other services**

These approaches have also helped to:



**Join-up services so people can get holistic support**



**Facilitate information sharing so services are more co-ordinated**



**Share risk between services so they are more willing to help people**



**Develop understanding and positive relationships between service staff**

# 78%

of Changing Futures stakeholders responding to a survey agreed the programme had improved access to services for people experiencing multiple disadvantage.



<sup>†</sup> Trauma-informed practice is an approach to health and care that is grounded in understanding that exposure to trauma can affect an individual's neurological, biological, psychological and social development. See [www.gov.uk/government/publications/working-definition-of-trauma-informed-practice/working-definition-of-trauma-informed-practice](https://www.gov.uk/government/publications/working-definition-of-trauma-informed-practice/working-definition-of-trauma-informed-practice)

## Changing the system

The Changing Futures programme was about more than providing support to people experiencing multiple disadvantage. It aimed to change the way the wider system of public services works to make it easier for people to get the help they need. The evidence indicates the programme overall has made progress towards some short- to medium-term systems change goals. But more work is needed to extend change beyond the programme partners and to transform the way services are commissioned.

# 79%

**of Changing Futures stakeholders responding to a survey agreed the programme had improved strategic alignment and collaboration between organisations to benefit people experiencing multiple disadvantage.**



The evaluation evidence indicates that in Changing Futures areas there is now:



**Greater commitment to addressing multiple disadvantage**



**Improved relationships and dialogue between stakeholders**



**Better use of data and research to assess and understand local needs and how to meet them**



**More involvement of people with lived experience in service-design and decision-making**

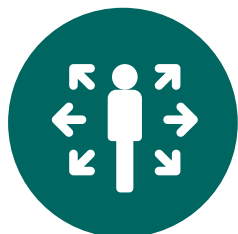
Changing Futures has contributed to these changes by:



**Funding strategic leadership roles that have advocated for change**



**Helping to convene strategic boards and multi-agency forums that have brought people together**



**Supporting people with lived experience and creating opportunities for them to contribute to improving services**



**Demonstrating how the approaches used by the programme can help different services achieve their aims**

This infographic has highlighted the key achievements of the Changing Futures programme. To find out more, read the full evaluation reports at:

[www.gov.uk/government/publications/evaluation-of-the-changing-futures-programme](http://www.gov.uk/government/publications/evaluation-of-the-changing-futures-programme)