

Appendix B: ICM Priorities for Years 3 & 4

To continue to work towards our 4 ICM Outcomes across the 8 year programme we have highlighted the following priorities for years 3 and 4:

- 1 - Strengthening ICM's Peer Mentoring model and re-define volunteering within the programme to ensure it is innovative and inclusive. Creating a formal link between Peer Mentoring and the ICM's Core Group of people with lived experience of multiple needs.**
- 2 - During the next 2 year cycle explore the viability of the experts by experience Core Group establishing itself as an independent, not for profit body.**
- 3 - Introducing Housing First for ICM service users with particularly challenging housing need.**
- 4 - Creating a specific offer and strategy for ICM women service users, aligning strategy and delivery with any new project in Manchester that might arise from a successful Big Lottery's new Women and Girls fund bid.**
- 5 - Creating a specific offer and approach for Eastern European nationals and other economic migrants.**
- 6 - Encouraging 'asset based' community development by developing links with grass roots community organisations and place based projects. This will include the introduction of an Equalities and Inclusion Innovation Fund and 'sharing the learning' activity.**
- 7 - Workforce development - Introducing standard ICM programme induction for all staff and volunteers.**
- 8 - Workforce development – Action to ensure staff and volunteers are more reflective of diverse communities in Manchester.**
- 9 - Further develop the ICM Hub as community space, ensuring it maintains a unique identity, offering a psychologically informed environment which supports all programme outcomes.**
- 10 - Redefine the ICM Mental Health Pathway based on service user profiles from Years 1 and 2.**
- 11 - Strengthen the Engagement Team element of the programme and develop a 'one team' model with integration of the accommodation and mental health pathways.**
- 12 - Revise the GROW traineeship element of ICM, separating traineeships from GROW campus support for service users. Creating a stronger and more consistent approach to GROW traineeships that benefits trainees.**
- 13 - Explore use of mobile technology with the delivery arm of the programme to improve efficiency and engagement with service users.**

- 14 - Introduce service user access to M Think by allowing access to elements of their records, e.g. a profile area that they can choose to share across agencies, support plan objectives.**
- 15 - Refresh ICM governance bodies. 1) New membership and terms of reference for the Strategic Group, new independent chair, 2) Themed, more outward looking terms of reference for the Operational Group.**
- 16 - Strengthen strategy and delivery around links to health and mental health.**
- 17 - Creating stronger links with education and training providers in the city, with non-ICM partner employers, including private sector organisations. Create more employment opportunities for both service users and GROW trainees.**
- 18 - Revise and strengthen the ICM Flexible Fund, personal budgets approach, building on learning across the Fulfilling Lives programme.**
- 19 - Further develop our No Wrong Door Compact and offer, as a standard for Manchester services.**
- 20 - Promote the sharing of information across agencies and expand the use of M-Think.**

Glossary

Grow traineeships	Paid, fixed term employment for people who have experienced multiple needs
Grow campus	Delivers tailored education, training and pre-employment support to ICM service users. Also supports peer mentoring, GROW traineeships and Core Group development.
Community Hub	Space in Manchester city centre for any ICM related activity, co-designed with people who experienced support services in the city, a psychologically informed environment
Peer Mentors	Volunteers who have lived experience of multiple needs who contribute to the work being done with ICM service users, especially around engagement and motivation.
Housing First	Provides long-term, often intensive support to people with high support needs and who have experienced long term homelessness issues. A client led, person centred approach that addresses housing need and support need separately, i.e. accommodation provided without an expectation that all needs will be addressed first. Strong focus on tenancy support.
M Think	ICM's integrated data retrieval system, helps the partnership plan and communicate, alongside promoting person-centred, asset based work.