

Appendix C: No Wrong Door Compact

What is No Wrong Door?

No Wrong Door is a way of working that will improve the experience of people with multiple needs accessing services. It has been created in response to what people who have experienced services in the city say would get better results. It is built around a set of principles that services adopt in order to improve the experience of people with multiple needs in Manchester, focused on the areas of **Access, Information, Practice and Expertise**.

The aim of No Wrong Door is to ensure that people feel listened to and they see action is taken to meet their needs.

What is the process?

It is a self-assessment process, where services examine themselves using the No Wrong Door Compact, highlighting both good practice and areas needing more attention. This process can be done in partnership with people who access the service, or alternatively that can be done in a parallel process and then staff and service users come together to compare and discuss. Where there are gaps, or clear identified areas for development for the service, this will be captured in an individual action plan.

The self-assessment will involve people with lived experience of that service and that process must be clearly outlined. User voice must be at the heart of service performance monitoring that is used to inform assessment and action planning.

How long does it take?

There is no specific timeframe.

An organisation can review the assessment criteria and establish the length of time required for them. Any developed action planning to progress on specific areas or to implement new processes needs to be: specific, measurable, achievable, realistic and timely.

When the No Wrong Door 'badge' is awarded, it should be reviewed every 12 months from the award date. It is an organisation's responsibility to implement and create awareness of No Wrong Door internally.

Staff training and development

An initial training session will be delivered by the Inspiring Change Manchester Programme Team led by people with lived experience. A presentation and an electronic pack will be provided to each organisation.

Measuring impact

The No Wrong Door will be measured by;

- ➔ Number of organisations signed up to the No Wrong Door Compact.
- ➔ Number of organisations either developing, achieving or exceeding against the Compact.
- ➔ Number of organisations improving against the Compact (annually)