

**Petition 3 – 119 signatures**



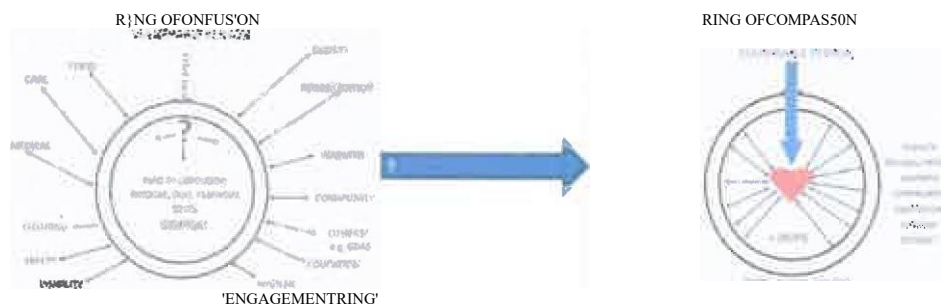
**INTRODUCE AN 'ENGAGEMENT RING' SYSTEM & TRIAGE PROCESS**

**PETITION TO THE COUNCILLORS OF MONMOUTHSHIRE COUNTY COUNCIL (MCC)**

We, the undersigned, are supporting There's NO PLACE Like Home proposal for MCC to introduce an **ENGAGEMENT RING – a simple process with a single initial 24/7 point of contact based in Monmouth** and triage system for vulnerable people, to identify their needs and develop a clear pathway which will result in a process which is faster and more targeted, reducing stress and trauma, and restoring dignity to the individual in need.

Numerous agencies, organisations and individuals in and around Monmouth work to resolve issues of homelessness, poverty and loneliness, including supporting people with mental health issues and addiction. This work is extremely valuable to the community; however, lack of synergy and productivity loss due to disparate processes leads to ineffective use of limited resources available, delays, frustration and decreasing levels of physical, mental, psychological and emotional wellbeing for the people it is 'designed' to help. Where progress is made, this is jeopardised through lengthy formal 'processing' of individuals and families to establish their status, e.g. homeless (Usk/Newport), benefits entitlement (Abergavenny), etc., resulting in recidivism, antisocial behaviour, hopelessness, returning to abusive relationships, a feeling of being 'invisible' and ultimately, suicidal tendencies. Whether lonely, poor or homeless, vulnerable people are traumatised, and under the current stand-alone processes, they are forced to relive their experience at every stage in the cycle.

This RING OF CONFUSION must be transformed into a RING OF COMPASSION – **ENGAGEMENT RING**



Using technology, systems can be simplified and 2-way communication established between support providers resulting in speedy decision making and timely interventions. This can be achieved by introducing a 24/7 heart at the centre of the ring which will provide a one-stage contact for the vulnerable person, **using a triage based process which requires only one re-telling of their story**. For people finding themselves in a desperate situation, lengthy, multiple processes simply add to their misery.