

Appendix 3: Update on Health & Wellbeing Strategy Priorities

3.2 Multiple Complex Needs

The Coventry Multiple Complex Needs Board has been established with partners from Coventry City Council, West Midlands Police, West Midlands Fire Service, Whitefriars Housing, Coventry and Warwickshire Partnership Trust, National Probation Service, Coventry and Rugby CCG and Public Health England. The Board has committed to developing a strategy to:

- Develop a service offer that addresses the needs of the individual rather than a single issue (service reform that is preventative, co-ordinated and person centred)
- Reduce the risk of adverse childhood experiences within the family setting
- Deliver better health outcomes for the individual
- Support demand management / reduction for public sector services
- Identify costs savings to the system

The board is holding a workshop in early October to define the strategy and agree the key performance indicators for the project. Workstreams will be identified following this meeting and working groups will undertake the development and delivery of the objectives identified. Key outcomes from this workshop will include:

- Defining the governance and elements of the Multiple and Complex Needs Board.
- Identify the agencies and stakeholders that have an interest in contributing to the work of the board
- Agree the inclusion criteria for what is in the scope of the programme
- Identify sub groups to report and conduct fieldwork on aspects of activity of the board
- Identify a Time-Line and methodology for the scoping of work
- Identify and develop a dataset and performance metrics which can be used to measure outcomes for individuals with complex needs
- Agree a set of meaningful outcome measures and develop ideas for evaluation and measuring impact
- Report findings to the Coventry Health and Well-being Board
- Establish a Multiple Complex Needs Network

Public Health England are providing research support for this work and representatives from the Council, Police, Fire Service, Whitefriars and Coventry Law Centre are meeting in September and this group will undertake four main strands of work:

- Describing the characteristics of individuals with complex needs in Coventry.
- A deep dive analysis of individuals with MCN.
- Describing the lived experience of individuals with MCN.
- Experience of frontline professionals working with individuals with MCN.

Progress of the workstream projects and the research group will be monitored by the MCN Board with the aim that the inaugural meetings for the projects will commence in October / November.

The work stream is linking into and informing the West Midlands Combined Authority work on Multiple Complex Needs and Public Sector Reform