



To: Coventry Health and Wellbeing Board

Date: 4th September 2017

From: Chief Superintendent Sharon Goosen

Title: Multiple Complex Needs Update

1 Purpose

- 1.1 This highlight report details the decisions taken at the Multiple Complex Needs (MCN) Board on 4th August 2017 under a new and interim Chair, Chief Superintendent Sharon Goosen (in the absence of Chief Superintendent Long). The Health and Wellbeing Board are invited to note and agree 'next steps'.

2 Recommendations

- 2.1 The Health and Well-being Board is asked to note:
- Terms of Reference are amended to reflect the membership and commitment required to deliver the strategic objectives of the Board.
 - PID document to be reworked into a clear strategy document that sets out the Board's ambition, strategic intent, resource requirement and delivery mechanism.
 - Operational Delivery Group must clearly define the MCN cohort to enable the Board to gain traction.
 - MCN Board to determine measures of success and intended outcomes.
 - Outcome of MEAM bid to inform next steps.

3 Information/Background

- 3.1 The MCN Board convened on 4th August 2017. The Health and Wellbeing Board is asked to note that the Board last met on 24th January 2017. The MCN Operational Delivery Group met for the first time on 20th July 2017.
- 3.2 The strategic focus, activity and outcomes of the Board to-date were therefore reviewed by Chief Superintendent Goosen. Chief Superintendent Goosen reviewed the Terms of Reference with those in attendance and amendments are to be made to reflect the membership and commitment required to deliver the strategic objectives of the Board.
- 3.3 MCN Board is not a project so the PID document is to be reworked into a clear strategy document that sets out the Board's ambition, strategic intent, delivery mechanism and measures of success.

- 3.4 The current PID (strategy) determines an individual with MCN is likely to be experiencing two of more factors such as, but not exclusively:
- homelessness;
 - offending behaviour;
 - mental ill health;
 - substance misuse; and
 - worklessness.
- 3.5 The Board has established an Operational Group to identify a cohort of individuals with multiple complex needs to inform pathways and transformation of services. Data collection presents challenges. The Health and Wellbeing Board is asked to note that the cohort has yet to be defined by the Board – see Section 4.
- 3.6 Discussion centred on operational delivery. A Making Every Adult Matter (MEAM) bid was submitted prior to the Board meeting on 4th August. The bid proposes a focus on female offenders, namely those involved in on and off-street prostitution. In light of the above, this is not yet confirmed or agreed by the Board.
- 3.7 On 10th August, the Board was notified that Coventry’s submission has reached the next stage and been shortlisted for interview with MEAM in September. This programme of work should be considered as just one of the work-stream’s under the Board. The MEAM coalition currently works with 27 areas across England that are designing and delivering better co-ordinated services for people with multiple needs. Coventry’s cohort must be clearly defined and agreed to underpin this programme of work. If the bid is unsuccessful, the MCN Board must determine the commitment and resource availability to proceed without the co-ordinator support.
- 3.8 Mitchell Lee (WMFS) updated on the MCN work being undertaken by the West Midlands Combined Authority (WMCA). The Public Service Reform MCN work focuses on preventative work/early intervention within ‘adverse child experiences (ACEs).’ Their work to-date centres on pupil referral units and a pathfinder programme, supported by a multi-agency team, to reduce demand on services.
- 3.9 The Health and Wellbeing Board is asked to note the decision, taken previously by the MCN Board, not to pursue ACEs, as the Board considered this area to be covered within other programmes of work, namely Ignite and Troubled Families. The Health and Wellbeing Board need to be satisfied that those programmes of work are appropriately aligned.

4 Options Considered and Recommended Proposal

- 4.1 Chief Superintendent Goosen has therefore commissioned work to clearly define the area of focus and cohort. A paper is to be presented to the Chair at an extraordinary MCN Board set for 14th September 2017.
- 4.2 The Health and Wellbeing Board is asked to note the requirement for sign-off of the agreed cohort and resourcing commitment at the earliest opportunity thereafter

Report Author(s)

Name and Job Title:

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