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**To: Coventry Health and Wellbeing Board**

**Date: 16<sup>th</sup> October 2017**

**From: Chief Superintendent Sharon Goosen**

**Title: Multiple Complex Needs Update**

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## **1 Purpose**

- 1.1 This highlight report details the decisions taken at the Multiple Complex Needs (MCN) Board on 4<sup>th</sup> August 2017 under a new and interim Chair, Chief Superintendent Sharon Goosen (in the absence of Chief Superintendent Long).
- 1.2 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:
  - A formal expression of interest has been submitted to MEAM (Make Every Adult Matter) in order to bid to become an official MEAM area.
  - The MCN Board's Terms of Reference will be amended to reflect the outcome of the MEAM application if necessary and in any case in order to present an accurate picture of the membership and commitment required to deliver the strategic objectives of the Board.
  - PID (Project Initiation Document) is currently being revisited, to ensure it clearly defines the Board's ambition, strategic intent, resource requirement and delivery mechanism.
  - In July 2017 a Multiple Complex Needs Operational Group was established in support of the MCN board, with two clear initial objectives:
    - to casework an identified cohort of individuals with MCN
    - to capture, action and track progress of our work with individuals & action transformation activities from the MCN Board
  - MCN Project Leads are working on behalf of the board, in consultation with the Operational Group in order to define the first MCN people cohorts to work with. This intervention will enable the MCN Board to gain further traction.
  - MCN Board to determine measures of success and intended outcomes.
  - Outcome of MEAM bid will inform next steps.

## **3 Information/Background**

- 3.1 The MCN Board convened on 4<sup>th</sup> August 2017. The Health and Wellbeing Board is asked to note that the Board last met on 24<sup>th</sup> January 2017. There have been 7 key members of the Board who have transitioned roles and responsibilities between January and July

2017. This organisational disruption held up the strategic board's progress, but project work continued in the background, ensuring progress was still made.

- 3.2 The strategic focus, activity and outcomes of the MCN Board to-date were therefore reviewed by Chief Superintendent Goosen in preparation for the August meeting. 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 needs to clearly see itself as a strategic delivery group in support of the wider project aims and objectives, therefore 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 MCN Operational Delivery Group met for the first time on 20<sup>th</sup> July 2017. The Multiple Complex Needs Operational Group was established in support of the MCN board, with two clear initial objectives:
  - to casework an identified cohort of individuals with MCN
  - to capture, action and track progress of our work with individuals & action transformation activities from the MCN Board
- 3.6 The Board has asked the Operational Group to identify cohorts of individuals with multiple complex needs to become areas of specific focus, inform pathways and transformation of services. Data collection still presents challenges. The Health and Wellbeing Board is asked to note that the cohorts have yet to be defined and agreed by the Board.
- 3.7 A formal expression of interest has been submitted to MEAM (Make Every Adult Matter) in order to bid to become an official MEAM area. This would result in national co-ordinator support, peer networking and access to national research and strategy, all funded through Big Lottery initiative.
- 3.8 On 10<sup>th</sup> 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.
- 3.9 On 28<sup>th</sup> September Coventry MCN team were interviewed by MEAM and the outcome of our application will be known in mid-October.

- 3.10 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.
- 3.11 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 the next MCN Board on 12<sup>th</sup> October 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:**

Chief Superintendent Sharon Goosen, West Midlands Police

#### **Appendices**

None