

# Coventry Multiple Complex Needs Programme

## PLAN-ON-A-PAGE

One of the three priorities in the Coventry health and wellbeing strategy 2016-19 is improving the health and wellbeing of individuals with multiple complex needs (severe and multiple disadvantage). In Coventry, it is defined as two or more of: homelessness, offending behaviour, substance misuse, mental ill health, worklessness. A Coventry Multiple Complex Needs (MCN) programme has been established to begin to make a step change to the lives of people facing or at risk of multiple complex needs.

### MCN Board

Chaired by the police commander; sets strategic direction and reports to the Health and Wellbeing Board. Linked to WMCA public sector reform programme.

### MCN Operational Group

Ensures delivery of the project and identifies, manages and flags up project risks.

#### Case Management Forum

Using a person-centred, asset-based approach; currently by the existing Harm Reduction and Vulnerable Persons Forum.

#### Experts by Experience

Developing an approach to meaningfully working with people with lived experiences with stakeholders including the Coventry Recovery Community, Crisis, MEAM and ExpertLink.

#### Making Every Adult Matter

A cross-sector approach that aims to ensure people receive co-ordinated support, helping individuals to reach their full potential and to contribute positively to their communities.

#### Steps for Change

A multi-agency weekly drop in advice & information shop to address problems of homelessness, begging & drug/alcohol addiction in the city centre.

#### Housing First (proposed)

Using an independent, stable housing as a platform to enable individuals with multiple complex needs to begin recovery and move away from homelessness.

#### Evaluation (in development)

To establish the extent to which the programme improved outcomes from an individual, organisation and system perspective, looking at metrics, attitudes and behaviours and predictive modelling.



Working as part of  
**The MEAM Approach**  
Helping areas design and deliver coordinated services