

Development of an assessment and evaluation framework for the Coventry multiple complex needs programme

Introduction

Background

Improving the health and wellbeing of individuals with multiple complex needs is one of three priorities in the Coventry Health and Wellbeing Strategy 2016-2019. Organisations across Coventry have set up a MCN board, chaired by the police, to lead the work and strategic thinking around multiple complex needs. An operational group has also been set up, tasked with case-managing a cohort of people facing multiple complex needs, and taking forward ideas and actions to begin to make a step improvement to the lives of people facing or at risk of multiple complex needs.

The MCN board reports to the Coventry Health and Wellbeing Board (HWBB), and also works closely with the West Midlands Combined Authority (WMCA) public sector reform programme on the MCN work stream.

In November 2017, Coventry also became one of 25 national Making Every Adult Matter (MEAM) approach areas working to develop coordinated, effective support for people experiencing multiple needs, supported by the Big Lottery Fund.

Purpose

As part of the Coventry MCN programme, the HWBB and MCN Board need a way to measure and evaluate this programme of work.

This document sets out an approach for the development of a local assessment and evaluation framework for the Coventry MCN programme.

Dependencies

In addition the local assessment and evaluation framework, there are also:

- a national evaluation of the MEAM approach areas (MEAM Coalition with Cordis Bright – <http://meam.org.uk/a-coordinated-response-to-multiple-needs/>); and
- the regional evaluation of the West Midlands Combined Authority MCN work stream through the WMCA programme board (<https://www.wmca.org.uk/what-we-do/public-service-reform>).

Approach

The intended assessment and evaluation approach involves understanding the extent to which the MCN programme improved the outcomes for people experiencing multiple complex needs (homelessness, substance misuse, offending behaviour, mental ill-health, worklessness) from:

1. an individual perspective;
2. an organisational perspective;
3. a system perspective.

Individual perspective

This will strive to discover the extent to which has the MCN programme has improved the outcomes for an individual person experiencing MCN.

The intention is to focus upon a cohort of people currently experiencing MCN – the group identified for the MEAM approach – and use a small number of quantitative metrics, plus qualitative measures to assess and evaluate their outcomes.

Suggested quantitative metrics at the individual level include monitoring the following over time at a quarterly (or other relevant) interval:

- housing status (rough sleeping? hostel? rented accommodation? etc.);
- alcohol/substance misuse status and/or access/utilisation of alcohol/substance misuse help;
- reduction in/elimination of offending/anti-social behaviour/access to support networks;
- mental wellbeing scale (WENWBS?)/access to/utilisation of mental health support; and
- education/employment/training status.

Suggested qualitative measures include a case study / “pen portrait” approach to understand an individual’s experience of services, around:

- what was your experience with the professionals that supported you – friendliness; concern for your wellbeing; etc.
- overall experience

The intention is to work with a group of people with lived experiences – as “experts by experience” – to help develop the assessment and evaluation framework. A programme of work around experts by experience is being planned and initially led by a core steering group (Sarah Tambling, Nene Ajibade, Robina Nawaz, Si Chun Lam, Rob Allison, Ruth Wallbank).

Organisational and system perspective

This will seek to discover to which the MCN programme is working to influence attitudes and behaviours of staff in stakeholder organisations.

This includes looking at:

- attitudes and behaviours; and
- predictive modelling.

Attitudes and behaviours

Identifying the extent to which the MCN programme has influenced attitudes and behaviours of staff in stakeholder organisations to work together around an individual to address multiple complex needs.

Predictive modelling

Using the individuals chosen for the MEAM cohort to identify key **trigger points** which may lead to differential outcomes or consequences for individuals, and differential costs for the organisations and the system as a whole.

Using the trigger points to develop a **risk stratification framework** which will allow the MCN programme to:

- identify the effectiveness of each intervention (or doing nothing) at each trigger points; and
- identify the costs and consequences of shifting an individual (or population) from one trajectory to another.

Next steps

To share approach with:

- MCN operational group and MCN Board – identify evaluation leads;
- experts by experience;
- regional networks (via WMCA public sector reform programme); and
- national MEAM evaluation (via Cordis Bright).

Version control

Date	Version	Author
09/02/2018	1.0	Si Chun Lam