

Coventry: Y1Q4

Status:	Planning
Average fidelity score:	2.71
Overall RAG status for this quarter:	

Summary: (200 words)

The lead partners at Coventry are committed to the MEAM Approach work. They have developed a good working relationship with Crisis who are now invested in the work and are taking an active role in the coproduction work and the identification of an appropriate casework forum. Conversations with Salvation Army and Mind, who were identified as key to the work but missing from the partnership, have gone well and their continued involvement with the partnership has been agreed. Although other key partners have agreed in principle to the work, there seems to be a hesitation to take joint ownership of the work operationally. The recent meeting of the strategic group has confirmed their continued commitment and should help to move the work along operationally. Coventry are committed to coproducing their work from as early a stage as possible, and this will be an area of focus for Helen (MEAM's Involvement Coordinator). A coproduction sub group has been formed to explore options for involvement, including potential for working with Expert Link.

Fidelity statements:

Section	Fidelity statement	1-10 rating
Partnership and coproduction	<ul style="list-style-type: none"> My local area has a cross-sector strategic partnership of statutory and voluntary providers, people with lived experience, and decision makers who can influence at a strategic level. All relevant agencies that need to be involved attend regularly and commit to actions agreed as a partnership. In my local area there is a clear plan for enhancing coproduction, meaning that people with lived experience have the necessary skills and support required to play a central role in the partnership and decision making. 	5
Audit and consistency	<ul style="list-style-type: none"> Our partnership has worked together to build a shared understanding of what multiple disadvantage looks like in our area, built on evidence provided from a range of key stakeholders. We also understand that those most in need of support may be furthest away from services and have built this consideration into our understanding of the local problem. Our partners understand that some people face additional vulnerability and barriers to support that may need additional consideration, such as gender, sexuality, disability or ethnicity. We have procedures in place to ensure equality of access to our coordinated support. Our partnership has developed a clear process for referring clients, for agreeing who will be supported through our coordination model and for providing advice for those referred who we don't end up working with. 	3
Coordination for clients and services	<ul style="list-style-type: none"> Our local area has a well-resourced coordination model, meaning that clients have a single point of contact to coordinate and deliver support and advocacy. My local area has an operational group of cross sector voluntary and statutory frontline workers who regularly meet to explore flexible approaches for individuals. Barriers and blockages are regularly resolved through this group. Support is person-centred, led by and built around the client's aspirations and strengths. There is a good understanding of the impact of trauma and this shapes our approach to support. 	3
Flexible responses from services	<ul style="list-style-type: none"> An increase in effective, meaningful engagement with services has been seen in my local area through providing a flexible response to clients who previously struggled to engage. Frontline workers in my area understand the need for a flexible response and actively look for ways to create flexibility. 	2
Workforce development and service improvement	<ul style="list-style-type: none"> Continual improvement of existing services Identifying and filling gaps in services 	2
Measurement of success	<ul style="list-style-type: none"> Our partnership has developed and implemented effective information sharing agreements and client consent, allowing for information to be shared safely and adequately to achieve a coordinated response that can be measured. Our partnership participates fully with the MEAM Approach evaluation, providing outcomes data and participating in qualitative data collection activities. 	2
Sustainability and systems change	<ul style="list-style-type: none"> My partnership has developed a systems change strategy, based on an agreed set of values chosen by the partnership, prioritising key opportunities for change with shared responsibility and accountability across the partnership. My local area is able to evidence sustainable changes to the system achieved through a coordinated approach 	2

Vision and aims for Q4: Coventry

Section	12-month vision	Aims for the quarter	Comments	Qtr RAG
Partnership and coproduction	<p>The partnership will include relevant agencies at both strategic and operational level, with senior leadership buy in to enable actions to be agreed and carried out. There is an understanding of and clear links to other relevant partnership work to avoid duplication. There is a clear timetable of regular meetings with consistent and regular attendance. There is an understanding of gaps in the partnership and plans are in place to address these gaps.</p> <p>A designated lead for coproduction will have been identified. They will ensure that individuals from all sectors involved with people with multiple needs are represented; and that equalities issues are considered. There are clear strategies in place for selection, training and development of lived experience volunteers.</p>	<ul style="list-style-type: none"> • RW to visit Coventry Night Shelter to increase understanding of local context, look at overlaps in cohort and possible MEAM cohort. for RW for next meeting: • RW to present to Strategic group on MEAM work – focussing on: <ul style="list-style-type: none"> o Intro to MEAM o Evaluation o Role of strategic group in MEAM • Operational group to form coproduction sub group and link with Birmingham Fulfilling Lives. • RW and Sarah Tambling to meet with Salvation Army and discuss involvement in the partnership • RW to meet with Coventry and Warwickshire local Mind and discuss involvement in the partnership 	<p>Coventry have attendance from relevant partners strategically and operationally, however membership at both forums is inconsistent. There has been a recent meeting between the core strategic group members who have agreed to support with improving operational attendance. The group is linked to the Health and Wellbeing Board which demonstrates high level strategic commitment</p> <p>Meetings with partners Salvation Army and Coventry and Warwickshire Mind have gone well and both will be involved in the partnership operationally and strategically going forward.</p> <p>Coproduction sub group has been formed and the group are keen to develop this area of work. a workshop with local experts MEAM and expert link is planned for the next quarter.</p>	
Audit and consistency	<p>There is a recognised method in place for identifying and prioritising the MEAM cohort; there is a clear pathway for practitioners to refer to the service and be involved in the partnership. We are proactively working to engage communities that typically do not access mainstream services and we draw on good practice from specialist services locally and in other areas to support this work.</p>	<p>no actions agreed this quarter</p>	<p>Coventry did some initial scoping work around cohort identification before coming onto the MEAM cohort and agreed two test clients to take to the harm reduction forum. However, cohort identification has not been a priority this quarter as the group focusses in on developing and strengthening the partnership.</p>	
Coordination for clients and services	<p>We have a model in place for coordination, that provides the clients on the cohort with a lead contact who acts as a coordinator between services. This may be a different contact for every individual. The development of this model has helped us to definitively identify whether we need a coordinator or whether the coordination can take place through the operational partnership. The operational group has consistent attendance, which feeds into the</p>	<ul style="list-style-type: none"> • RW to attend Harm Reduction Forum to assess suitability for group to use this forum to discuss MEAM casework and feedback to lead partners. • RW to present introduction to MEAM and facilitate mapping the partnership exercise with operational group 	<ul style="list-style-type: none"> • Coventry's work in this area is complicated by the fact that they do not have a dedicated coordinator; this means that work between operational meetings is limited. They have done some work to identify which local forum MEAM casework would fit best within; it was agreed that this would be the Harm Reduction Forum and there appears to be an appetite for a change to the culture and working practices of this group that would align it more closely with MEAM. The group requires further strategic buy in, in order to be able to offer flexibility. 	

	Harm Reduction Forum where case work takes place; this case work is always informed by the clients ambitions and aspirations.			
Flexible responses from services	We are able to identify inflexibility in the system through individual case work. () Frontline workers across the city have an understanding of multiple needs and the MEAM work and have formed a network which takes joint responsibility for clients on the MEAM case load and are involved in joint training, networking and relationship building.	no actions agreed this quarter	no actions agreed this quarter	
Workforce development and service improvement	() Improvements have been made to services locally as a result of learning from the MEAM caseload. () All partner agencies have a clear understanding of the work () We have a shared understanding of the gaps in provision in current services; and are beginning to form plans to address these gaps in the long term.	No actions this quarter	No actions this quarter	
Measurement of success	() We have a comprehensive overview of existing data on the cohort that we can access; as well as an understanding of how sharing this information between our partnership fits with current data protection practices () There is a Service Level Agreement/ Memorandum of Understanding between providers to share information between agencies for specific individuals receiving an intervention () We provide anonymised data and case studies about individuals, engaging parts of the local authority and/or organisations not typically engaged with individuals with multiple needs. () We have agreed measures by which we measure success across organisations and services.	<ul style="list-style-type: none"> • Lead partners to take part in evaluation workshop with evaluation partner Cordis Bright • Robina Nawaz to review Coventry's PID document, RW offer comments. 	<ul style="list-style-type: none"> • Coventry have a strong commitment to evaluation, which is evidenced by the presence of the council's insight team on both the strategic and operational boards. This quarter has helped this team to examine their own role in the work and re-visit the aims of their initial scoping documents around multiple needs documents to align more with MEAM principles and values. 	
Sustainability and systems change	<ul style="list-style-type: none"> • We understand the barriers to individuals accessing services in our area and recognise the good practice that keeps people engaged with services and supports them to lead a more fulfilled life. 	no actions agreed this quarter	no actions agreed this quarter	