

CLiNKs

DrugScope



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Making Every Adult Matter

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Making Every Adult Matter (MEAM)**

Today's presentation

1. What is MEAM?
2. What is multiple needs?
3. Why do we collaborate?
4. Practical action – the MEAM Approach
5. What's the impact?
6. How do we make it stick?

What is MEAM?



- MEAM is four national charities – Clinks, DrugScope Homeless Link and Mind
- Each is a membership body: 1,600 frontline NGO members
- MEAM was formed because people with multiple needs move between our sectors and are poorly supported
- Remit to focus on policy and practice change



What is multiple needs?

People facing multiple needs:

- Experience several problems at the same time
- Have ineffective contact with services
- Live chaotic lives

They “recycle” around services without ever getting the support they need



Multiple needs

Some stats from our work:

- *81% had been in prison*
 - *80% were homeless*
- *133 units of alcohol a week (average consumption)*
 - *All but one unemployed*
- *48% had been a victim of crime in the last 3 months*
- *44% involved with mental health services*
- *36% had been in care as a child*
- *35% rated health as bad or very bad*

Age of first involvement in services and (length of involvement)

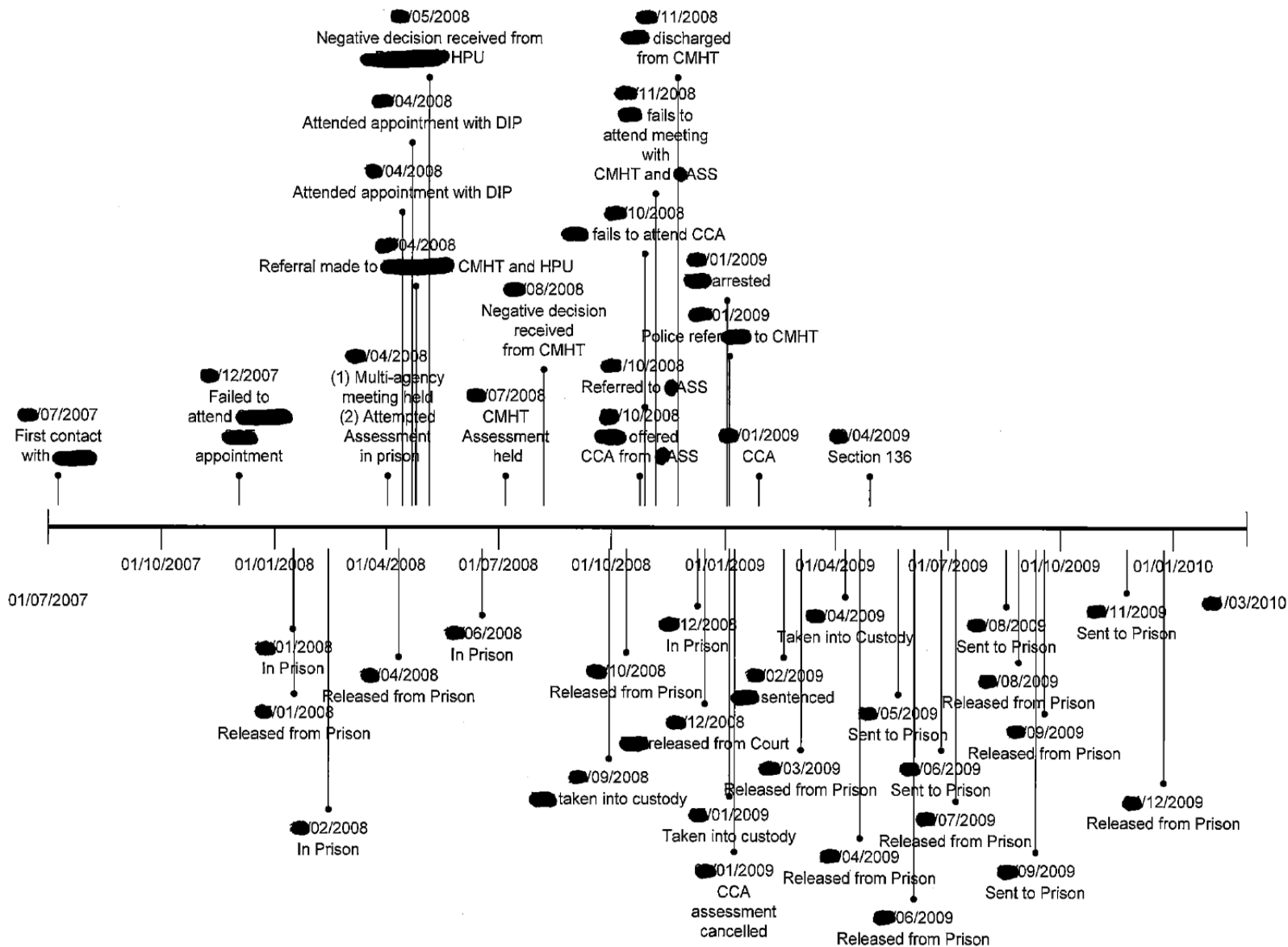
- Homelessness services:
23 yrs old (9 years)

Substance misuse services:
19 years olds (7 years)

Mental Health services:
15 yrs old (8 years)

Criminal justice services:
23 yrs old (12 years)

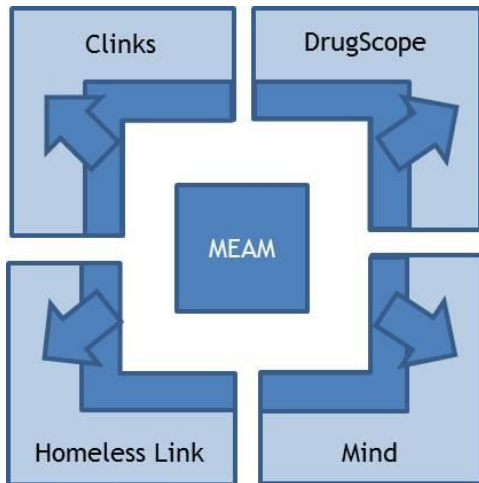
* Length of involvement is for those still using services



Failure to tackle multiple needs means:

- Loss of individuals' potential
- Negative impact on local communities
- Opportunity cost effect on local services
- Significant costs to the public purse

Why does MEAM collaborate?



- Collaboration at all levels is the best way tackle “intractable” problems
- It pools resources & expertise - actions greater than sum of their parts
- No one sector can solve multiple needs on its own - collaboration is always preferable to ‘one size fits all’ solutions
- The world is ‘messy’ and it’s ok for collaboration to be messy too.

Our Vision is that:

In every local area, people experiencing multiple needs are:

- ***Supported by effective, coordinated services***
- ***Empowered to tackle their problems, reach their full potential and contribute to their communities.***



In 2011 - 2012 we ran three pilots to better coordinate existing services for people facing multiple needs

We evaluated them very closely.

Then developed “The MEAM Approach” to spread this way of working

Before I explain the MEAM Approach, let’s watch a video about Leah and the help she received from a coordinated intervention...

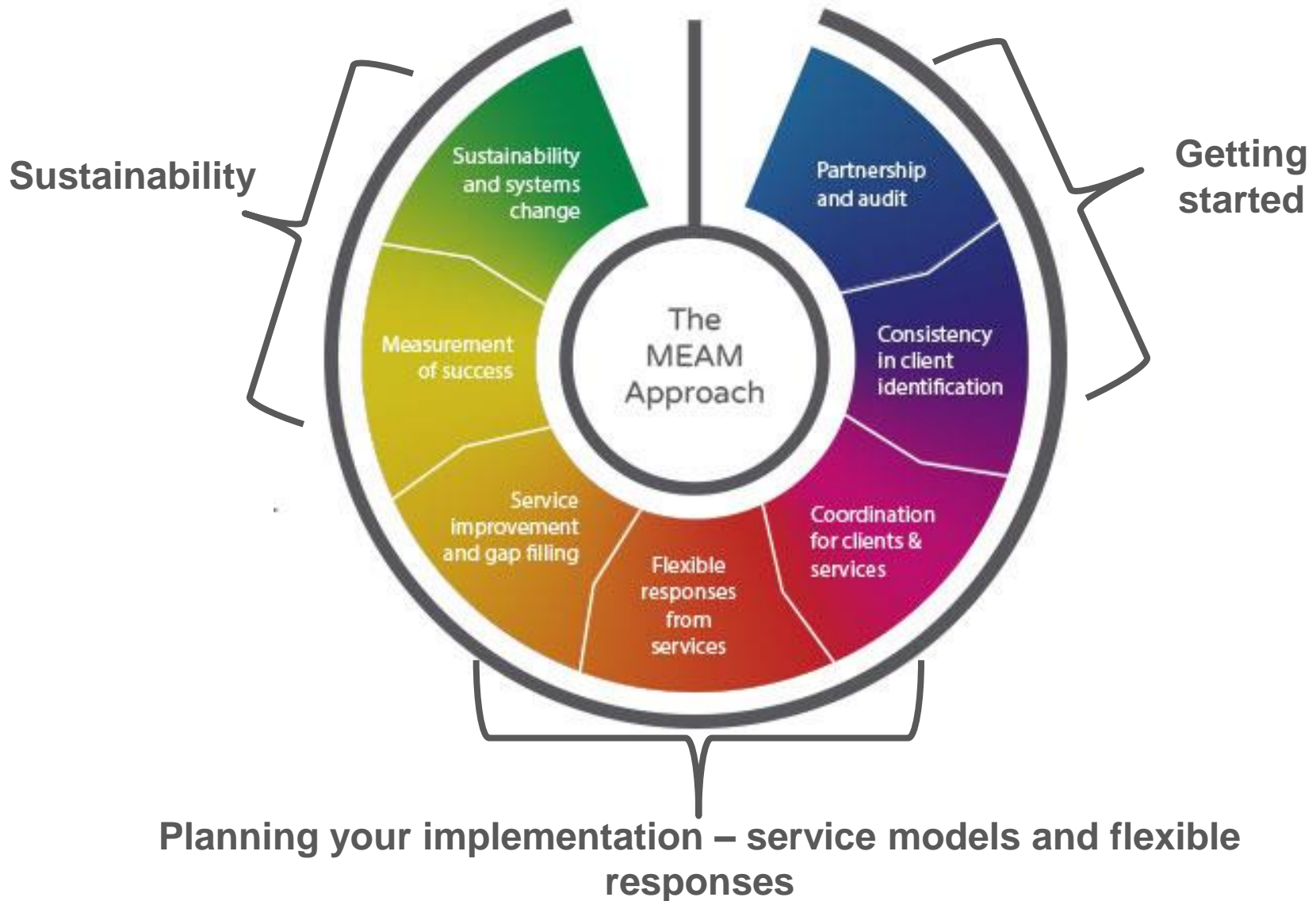


<http://vimeo.com/85154149>

So how do people plan a coordinated intervention?



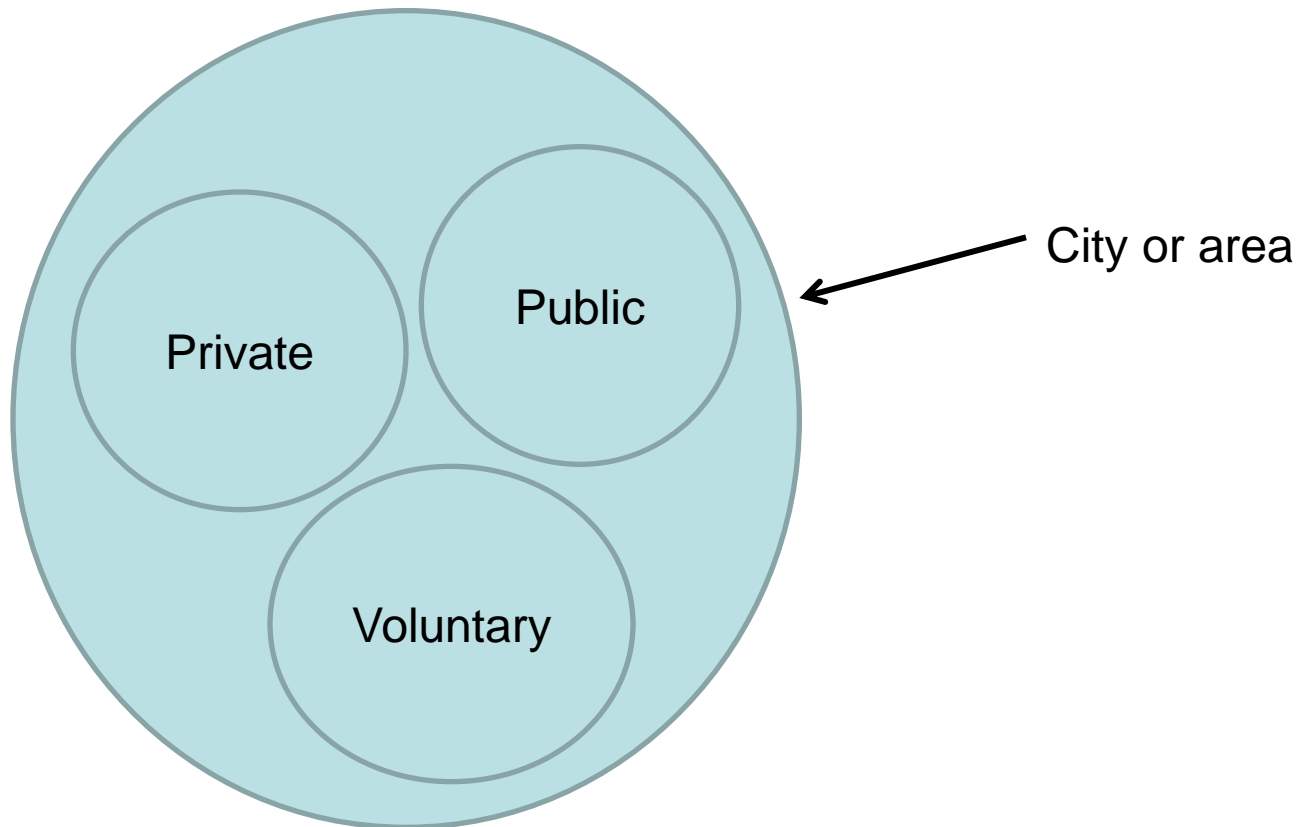
The MEAM Approach



The seven elements



Partnership and audit: The right people at the table. A service 'for the area as a whole'



The seven elements



Consistency: A focus on those most in need – a shared understanding of the problem.

15-20 most excluded/chaotic people

**Chosen by a multi-agency
panel**

The seven elements



Coordination: Effective coordination for clients

- Outside organisational boundaries
- Given a “remit to have no remit”
- Asks: “What do you want to do first?”
not “Do you want this?”
- Able to bring services around the individual

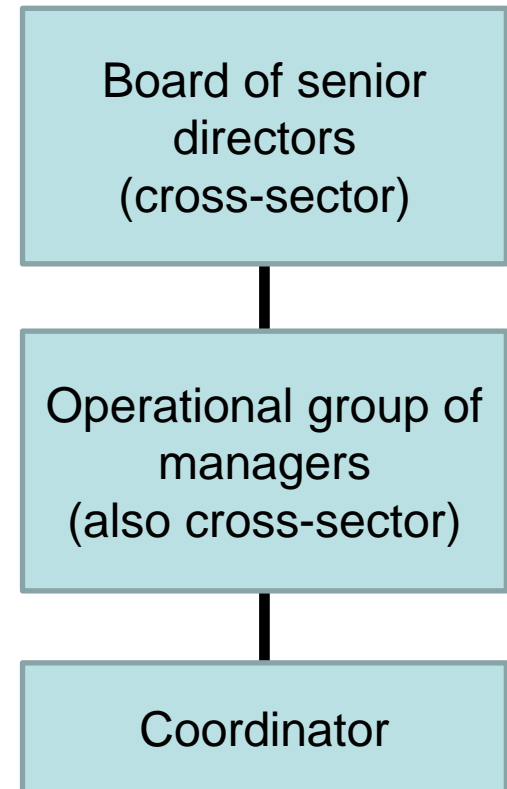


The seven elements



Flexibility: Ensuring flexible responses from all local agencies

- Strategic?
- Cultural?
- Economic?



The seven elements



Gap filling: Only now should you look at gaps



The seven elements

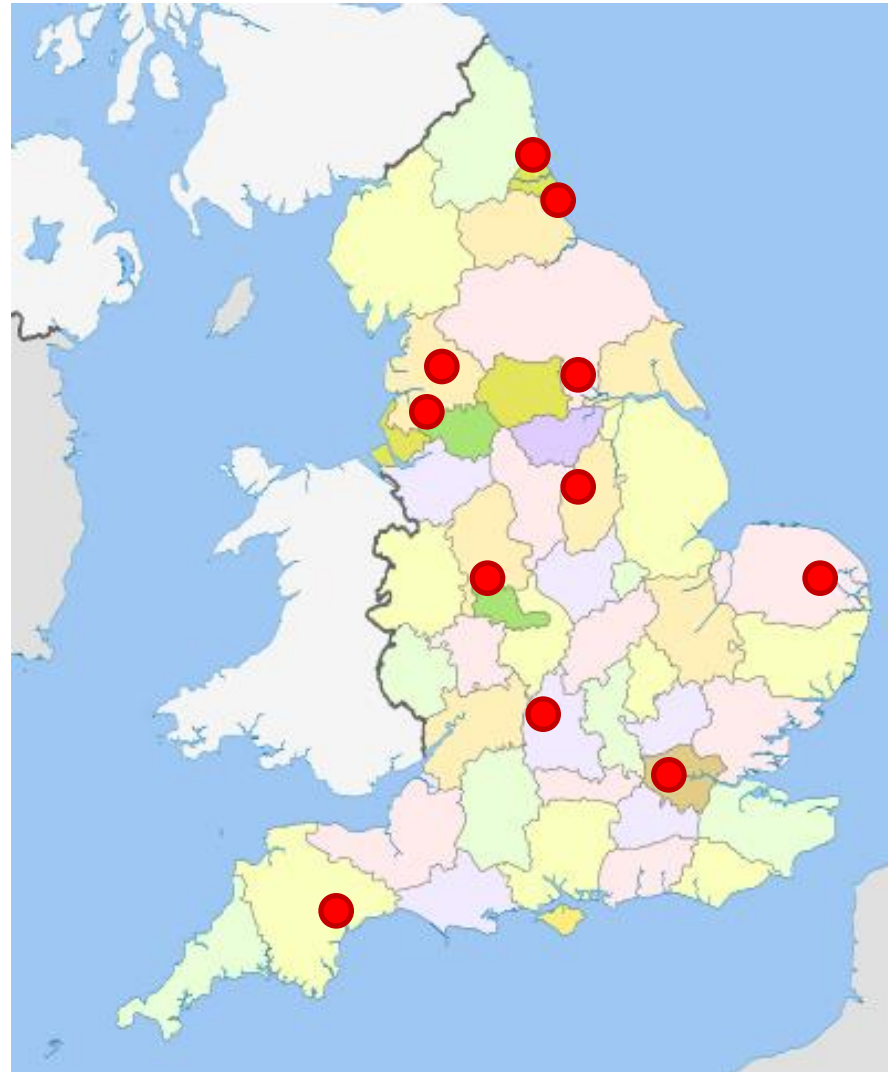


Measuring success: A commitment to early evaluation



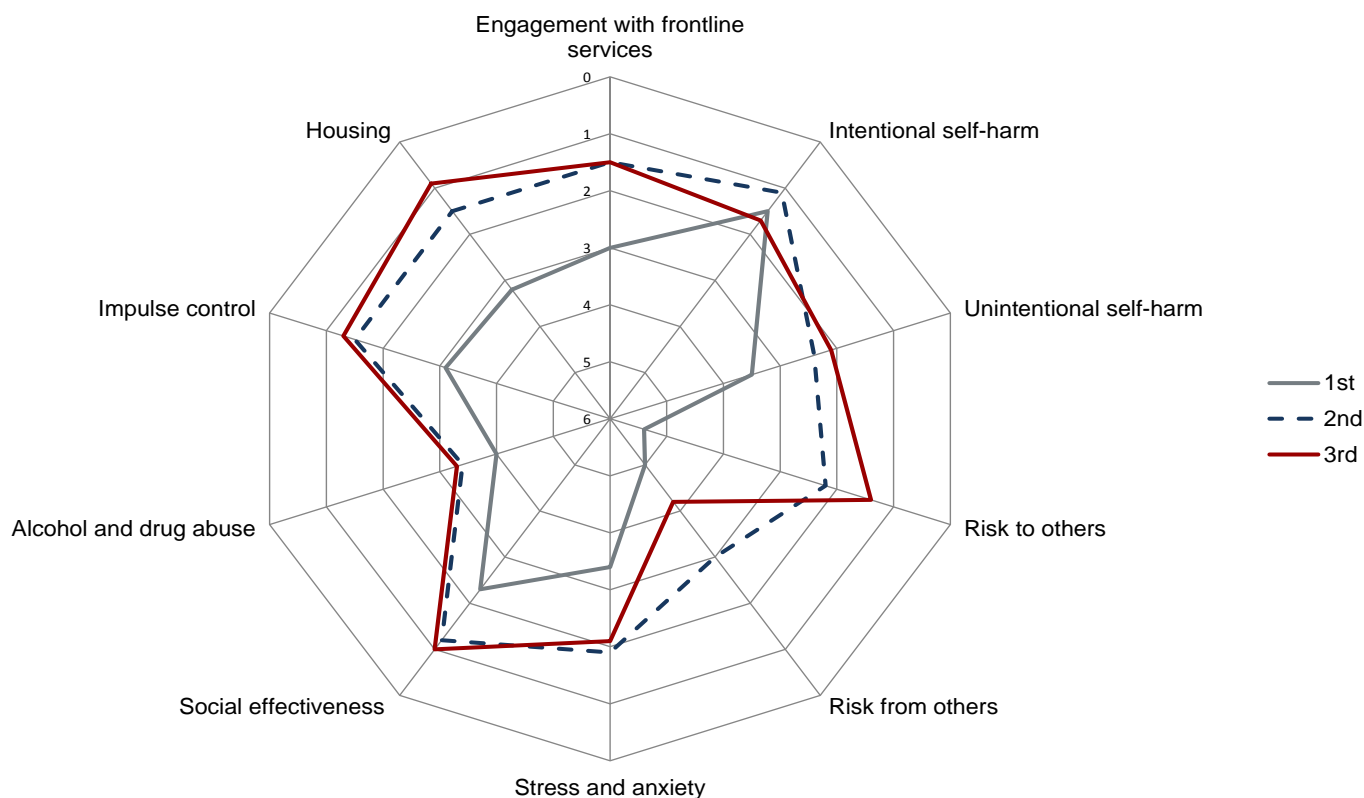
Current MEAM Approach areas

- Blackburn
- North Tyneside
- Sunderland
- York
- Mansfield/Ashfield
- Oxford
- Exeter
- Norwich
- Tamworth/Litchfield
- Westminster
- Wigan



What impact did it have?

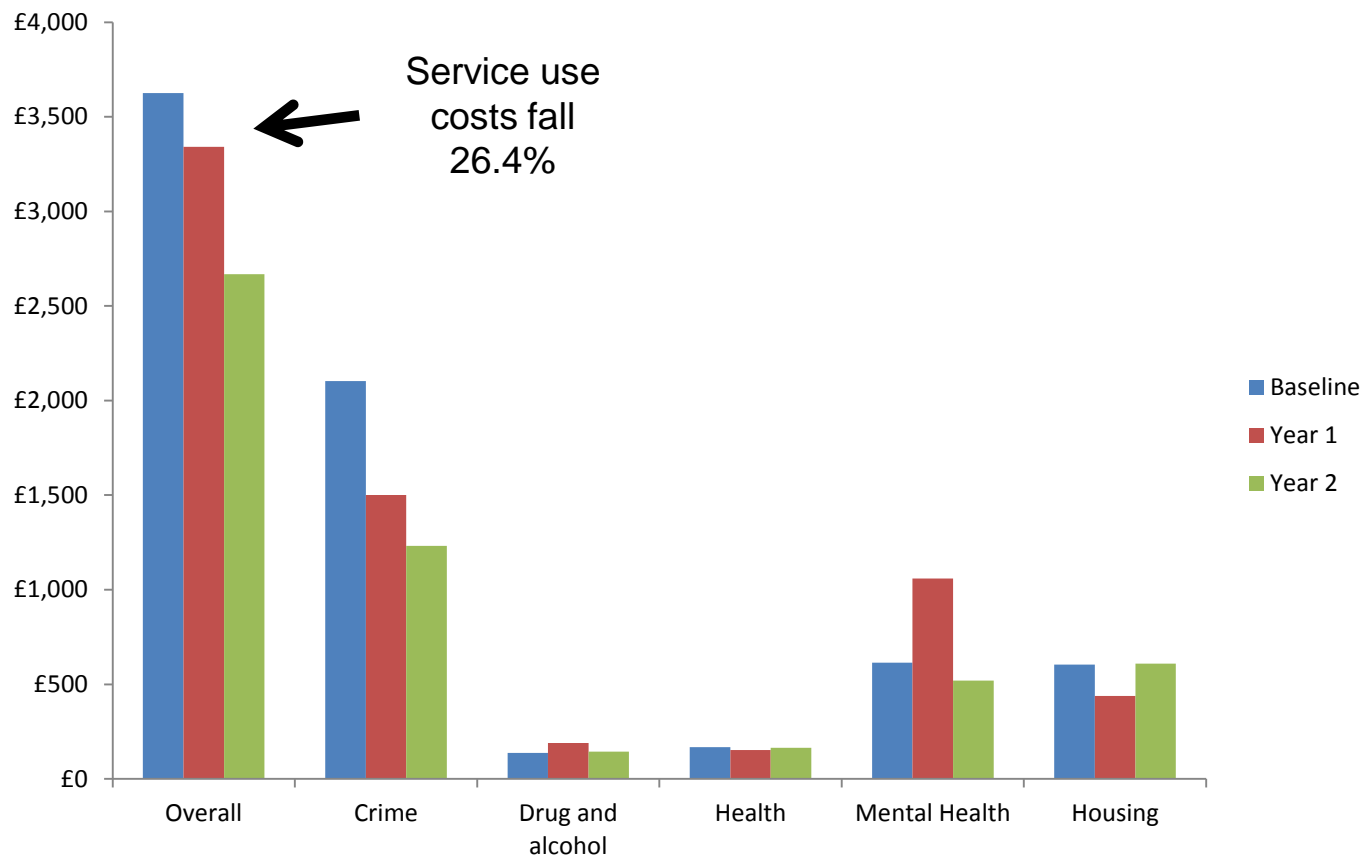
- Statistically significant increases in wellbeing for clients.



Source: NDT Assessment (cumulative results – Cambridgeshire – year two) FTI/PBE
<http://meam.org.uk/wp-content/uploads/2014/02/MEAM-evaluation-FTI-update-17-Feb-2014.pdf>

What impact did it have?

- Up to 26.4% reduction in wider service use costs.



Source: Monthly cost of service use (cumulative results – Cambridgeshire – year two) FTI/PBE
<http://meam.org.uk/wp-content/uploads/2014/02/MEAM-evaluation-FTI-update-17-Feb-2014.pdf>

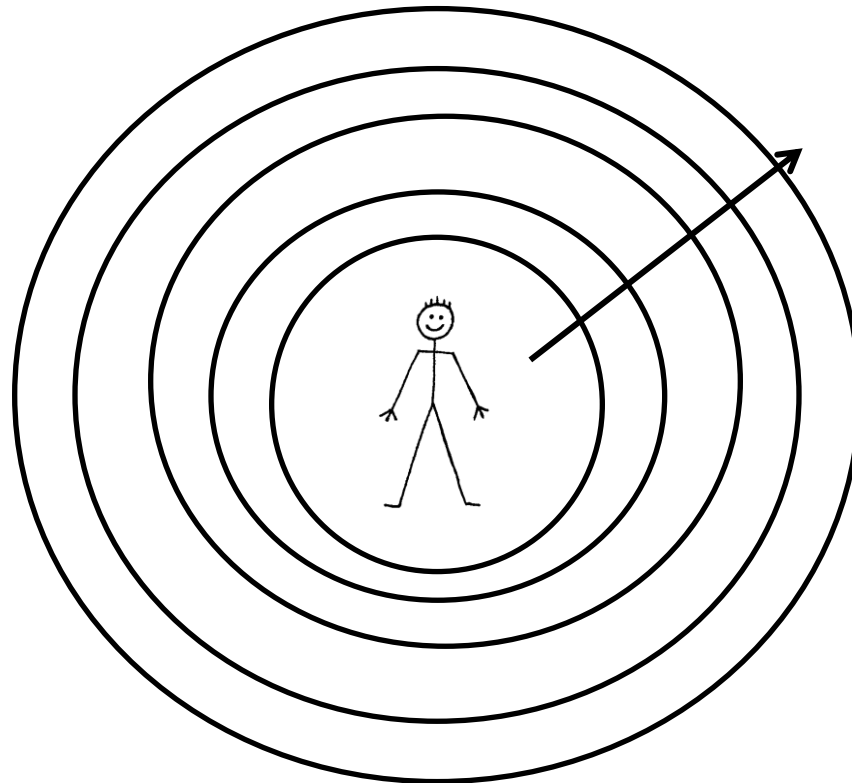
How do we make it stick?



Sustainability and systems change: Finding ways to “lock” the flexibility into the system.

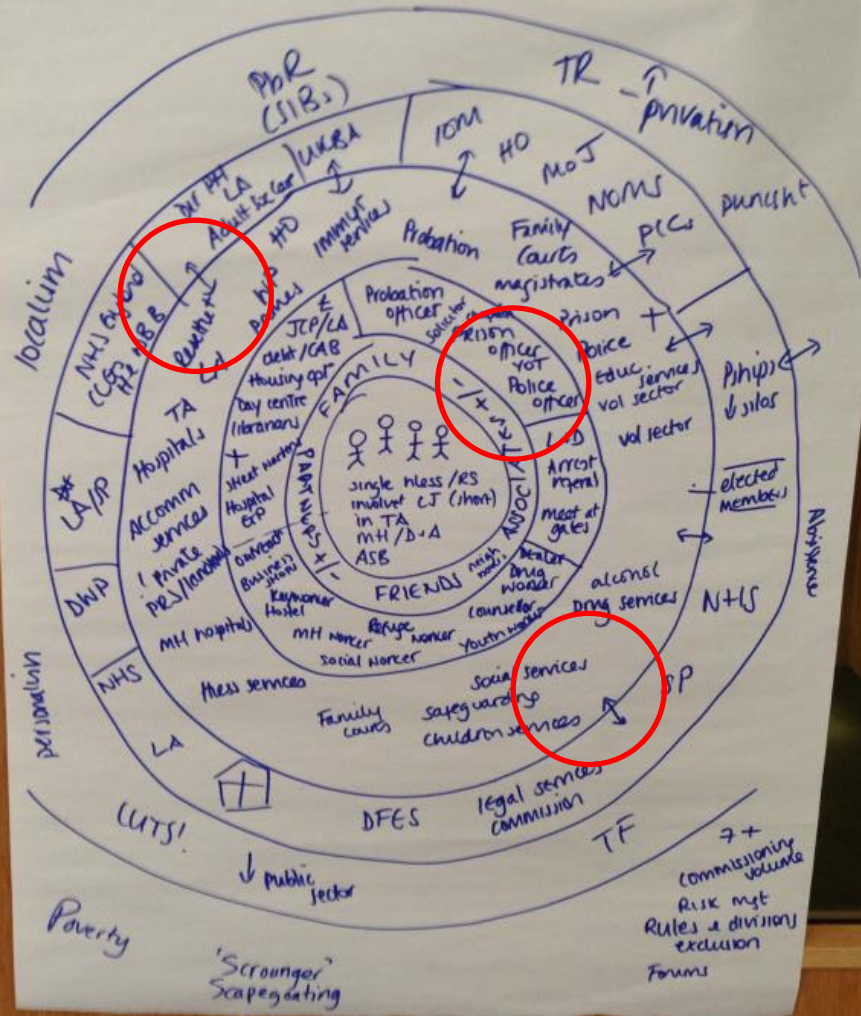
- What is “the system” for people with multiple needs?
- What are the problems in this system?
- Which bits do we have the power to change?
- How are we going to do it?
- What can we test? Where can we innovate?
- How do we “feedback” to the system?
- Who needs to be involved?
- How do we make it ‘systemic’ not ‘individual’?

What effects a person with multiple needs?



- Other people, family, workers
- Services
- Local commissioning policy
- Local strategies
- National strategies and commissioning
- Wealth, u/e, redistribution
- Etc







***Let's watch
Tommy's story...***

<https://vimeo.com/85151810>

Thank you




www.theMEAMapproach.org.uk

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#multipleneeds

Appendix

Partnership and audit

The right people at the table and a shared understanding of the problem

-  Is there a cross-sector partnership of providers, service users and commissioners that are committed to leading this work? – to create a service for the “area as a whole”
-  Do you have a shared understanding of the problem and have you agreed a shared definition of multiple needs and exclusions?
-  How many people face multiple needs in your area?

Consistency in client identification

Being consistent about identification, referral processes and caseloads

- 🎯 Following the audit are you clear who you are focussing on?
- 🎯 Do you have an agreed methodology to identify individuals with multiple needs?
- 🎯 Have you set a clear process for seeking and prioritising referrals and for agreeing a caseload?

Coordination for clients and services

The practical resource to link individuals to existing services and to broker engagement from local agencies

- 🌀 More than one way to provide the ‘hands-on’ coordination needed, but research often points to the importance of a single, consistent and trusted point of contact.
- 🌀 Have you ensured that those leading on coordination have the right skills and managerial mandate?
- 🌀 Can they be ‘service neutral’, follow the client on their journey and support agencies to re-engage?
- 🌀 Do they better coordinate existing services, not create a new one?

Flexible responses from services

Ensuring flexible responses from all statutory and voluntary agencies

- 🌀 Coordination won't work unless local agencies also provide flexible services for clients to use.
- 🌀 Many different ways to achieve flexibility: strategic, cultural, economic

Service improvement & gap filling

Filling any gaps in services and seeking continuous improvement

- 🎯 Do all your local services operate in the best possible way for clients?
- 🎯 Have the views of service users been acted upon?
- 🎯 Is there a particular service offer that is missing from your local mix that can't be found through flexibility from existing responses?

Measurement of success

A commitment to measuring social and economic outcomes








- 🎯 Have you designed a set of measures that everyone can agree on to monitor your progress?
- 🎯 Commissioners are interested in improved wellbeing, cost savings and personal case studies, so why not consider using a mix of all three?
- 🎯 Have you sought consent from clients to enable data sharing?

Sustainability and systems change

Making sure your intervention is sustainable through systemic change

- 🌀 Will your new way of working be sustainable?
- 🌀 Coordinated interventions are unlikely to be sustainable in the long-term unless you can develop systemic change as part of your work. You will need to sustain the practical coordination and the flexible responses
- 🌀 This is likely to require putting in place one or more of the flexibilities discussed in the ‘flexibility’ section

The seven elements

-  **Partnership and audit:** The right people at the table. A service ‘for the area as a whole’
-  **Consistency:** A focus on those most in need – a shared understanding of the problem.
-  **Coordination:** Effective coordination for clients – outside organisational boundaries – a “remit to have no remit”
-  **Flexibility:** Ensuring flexible responses from all local agencies
-  **Gap filling:** Only now should you look at gaps
-  **Measuring success:** A commitment to early evaluation
-  **Sustainability and systems change:** Finding ways to “lock in” the flexibility

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In every local area people with multiple needs and exclusions are living chaotic lives and facing premature death because as a society we fail to understand and coordinate the support they need.

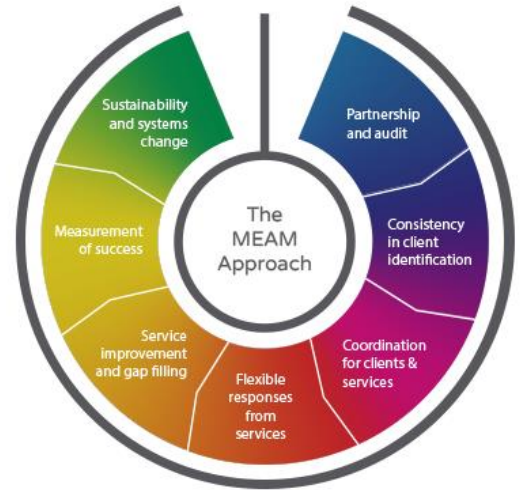
Yet evidence shows that by working together local services can develop coordinated interventions that can transform lives.

The MEAM approach provides a non-prescriptive framework for developing a coordinated approach in your local area.

[Register your interest](#) in working with local partners today and help create a 'tipping point' of local areas that are doing things differently for their community's most excluded individuals.

[Find out about the approach](#)

[Register your interest](#)





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Register interest

The MEAM approach provides a non-prescriptive framework for developing a coordinated approach in your local area.

To begin work you will need to create a strong cross-sector partnership.

Simply select the local authority in which you work below to see a list of local agencies interested in the MEAM Approach. You can then register your interest in joining them.

Once your partnership is established you can select a lead and progress your area to "planning" status. And once a coordinated intervention is underway, you can tell us that you are "delivering" and share your learning with others.

Register your interest using the table below. If you want to receive updates on the MEAM Approach but do not want to register your interest in an area, simply

[Join our mailing list](#)

Register your interest in an area

This section of the website is currently only open to areas with Local Network Team support.

Find regions:

Area	Region	Status
Blaby	Leicestershire	None
Blackburn with Darwen	Lancashire	Planning
Blackpool	Lancashire	None
Hambleton	North Yorkshire	None

06 December 2013
Friday



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[← back to areas](#)

Sunderland - Tyne and Wear

Register your interest in this area

Lead partner

Sunderland City Council (Housing)
 31 - 32 Fawcett Street, Sunderland, Tyne & Wear
 SR1 1RE

Status

Planning

Other partners

NERAF (Northern Engagement into Recovery from Addiction Foundation)
 56 John Street, Sunderland
 SR1 1QH

Turning Point
 Unit 26 Bridgehouse
 Sunderland
 SR1 1TE

Sunderland City Council
 Strategic Commissioning
 Room 2.11
 Civic Centre
 SR2 7DN

Local Networks Team support
 Homeless Link
 Gateway House
 Milverton Street
 London
 SR1 1RE

Area map





The MEAM Approach

Helping areas design and
deliver coordinated services