



# Everybody's Business

## Co-ordinating services for people with multiple and complex needs

Bournemouth  
4 July 2017

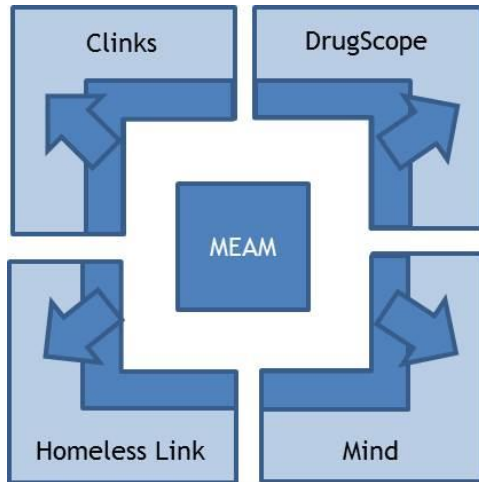
# Introduction to the MEAM Approach

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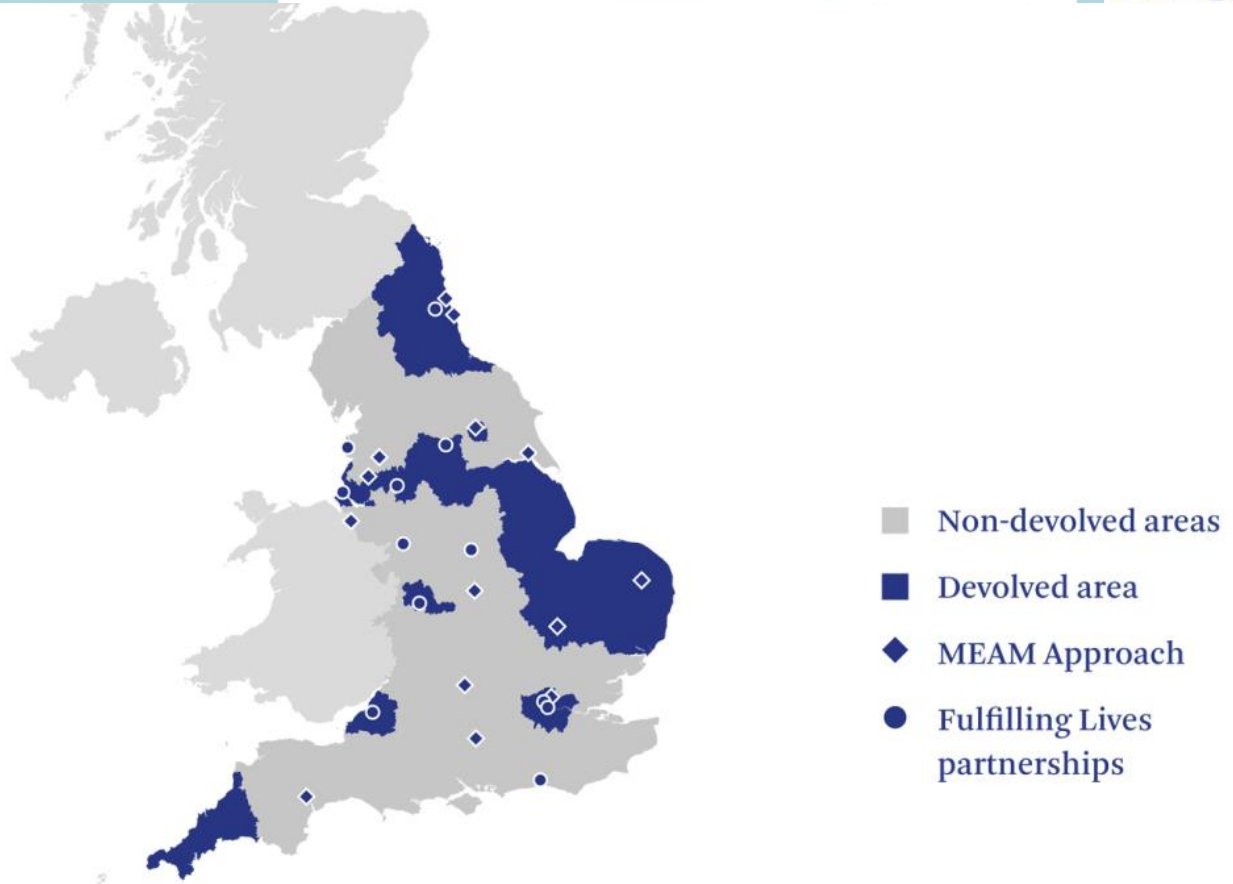
# Introducing MEAM

- 3 national membership orgs
- 1600 members
- Formed because of a recognition that people with multiple needs move between our sectors and are poorly supported
- Remit to focus on policy and practice change



## Brief history/journey of MEAM

- 2008 – Partnership between Clinks, Mind, Homeless Link and Drugscope forms
- 2011 - Pilot the MEAM Approach in Cambridge, Somerset and Derby
- 2013 – Roll out the MEAM Approach to 11 areas UK wide
- 2014 – Big Lottery contract to support Fulfilling Lives areas
- 2017 – Big Lottery Fund investment to expand to 25 areas over next three years



UNDERSTAND US, and the COMMUNITIES we live in.

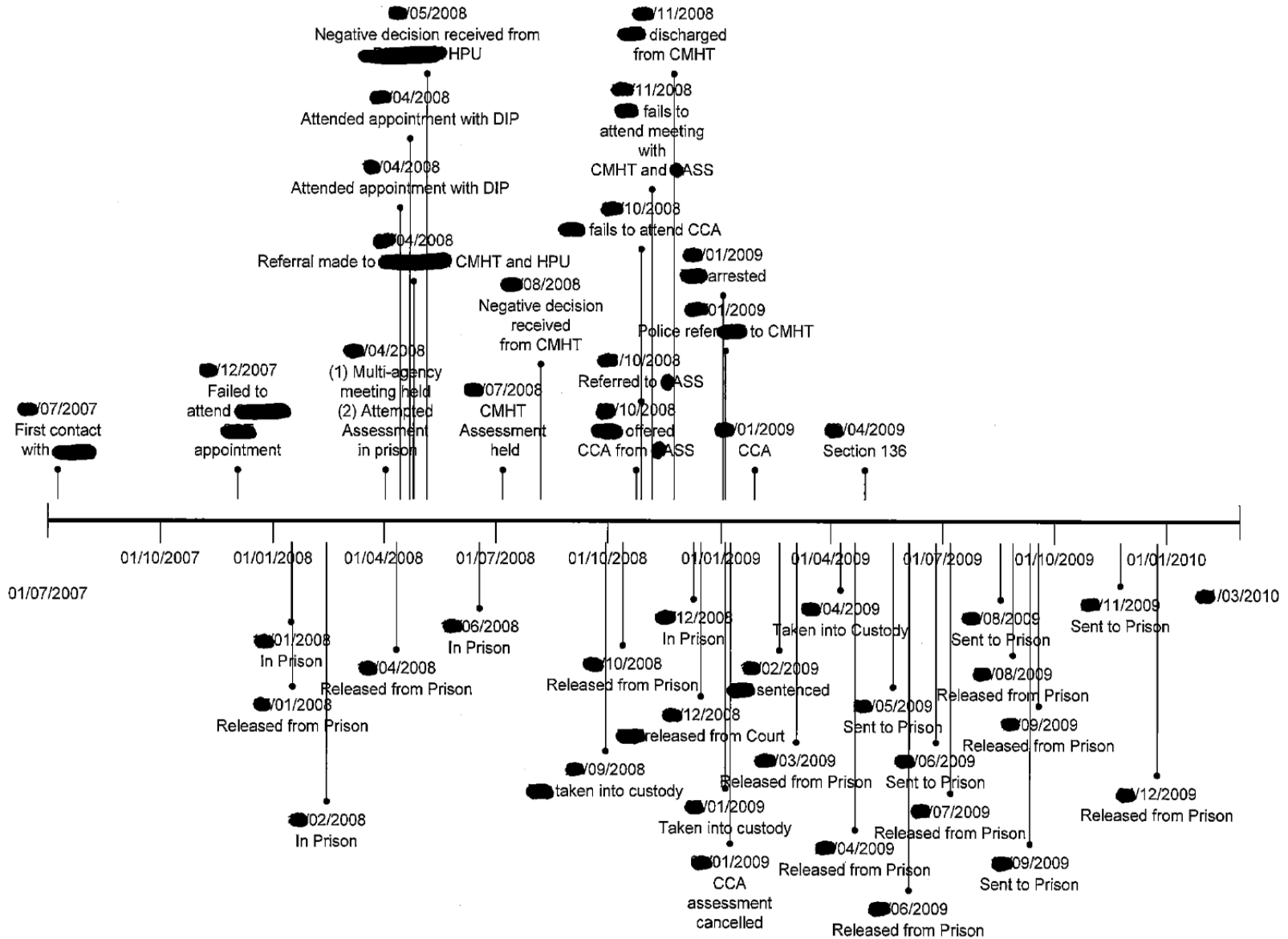
# Our vision...

*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.*

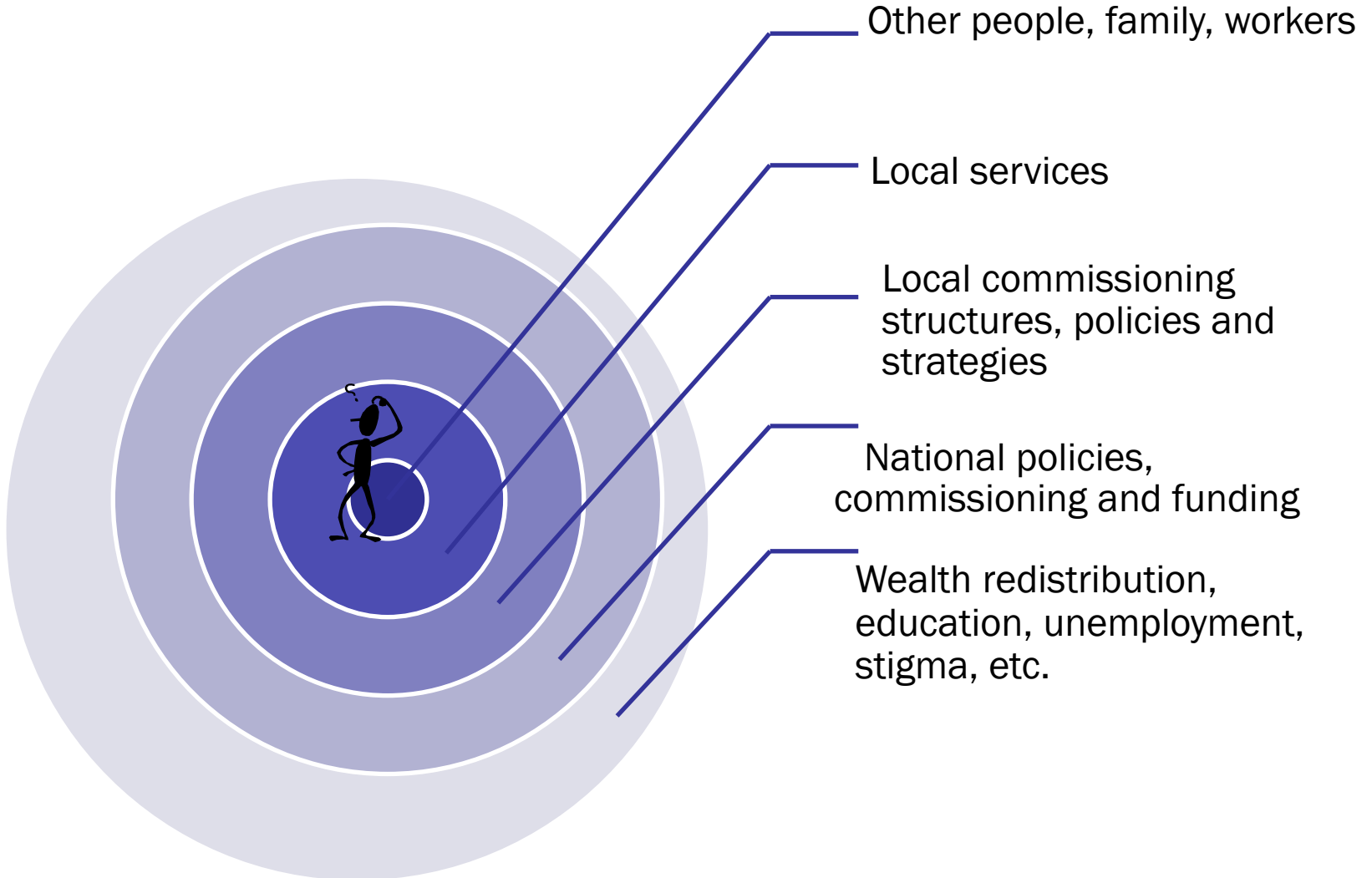
# Multiple needs definition

- People experiencing several problems at the same time including, but not limited to, mental ill health, homelessness, drug and alcohol misuse and offending
- Ineffective contact with services
- Living chaotic lives





# The national picture - what effects a person with multiple needs?



# Multiple needs – what’s the problem?

- Loss of individual potential
- Increased vulnerability and risk of harm to already vulnerable individuals
- Impact on local communities
- Effect on local services
- Significant costs to the public purse as people ricochet between services

# Listening to the voice of lived experience

## Footprints' contributions

# Designing and delivering:



## The MEAM Approach

Helping areas design and  
deliver coordinated services

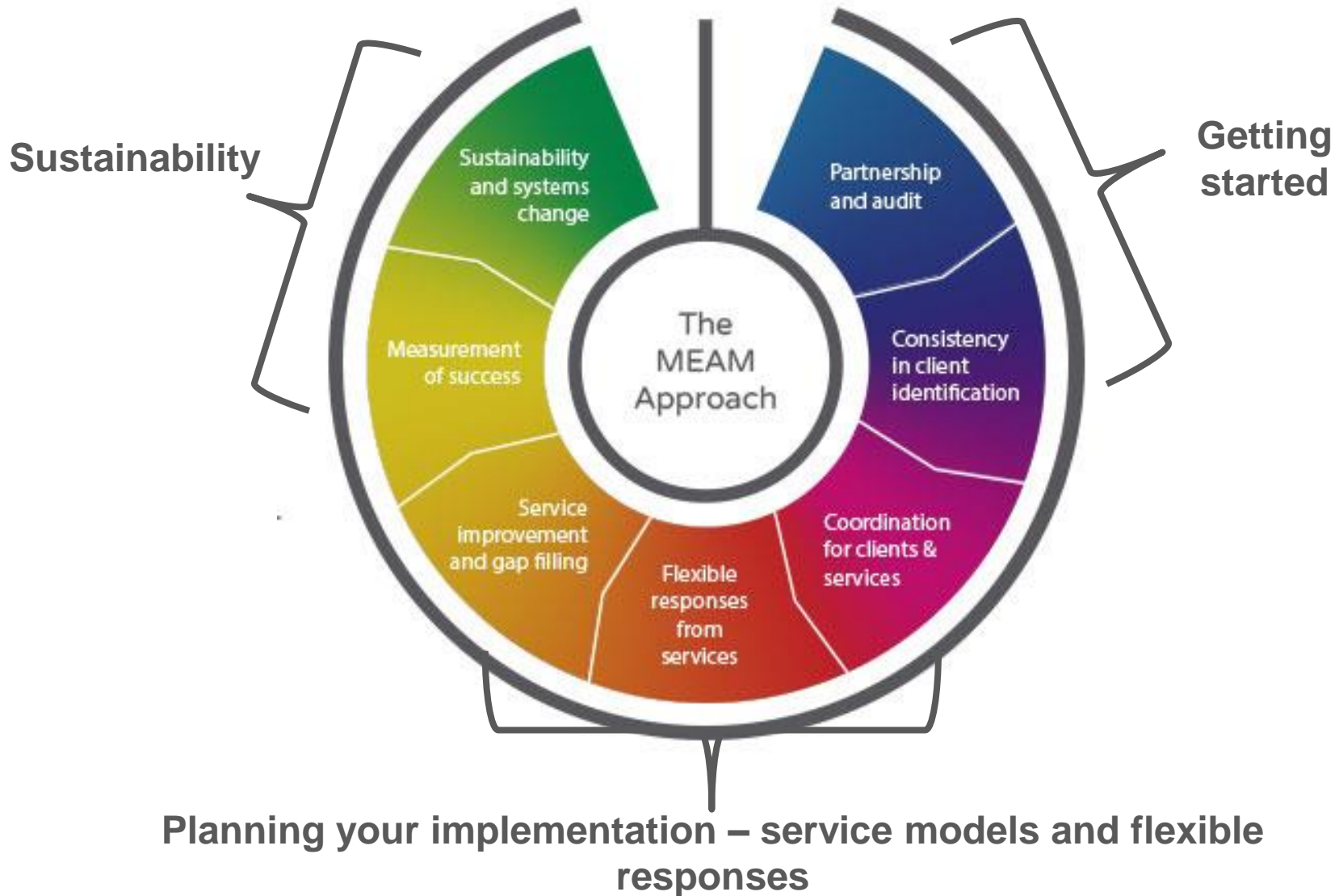
# Coproduction

- Listening to and involving people with lived experience of multiple needs is central to the MEAM Approach and should be embedded within the seven stages
- Experts with lived experience should be involved with your partnership from the start.
  - Do you have local Service User Involvement groups who can assist with this?

# The MEAM Approach

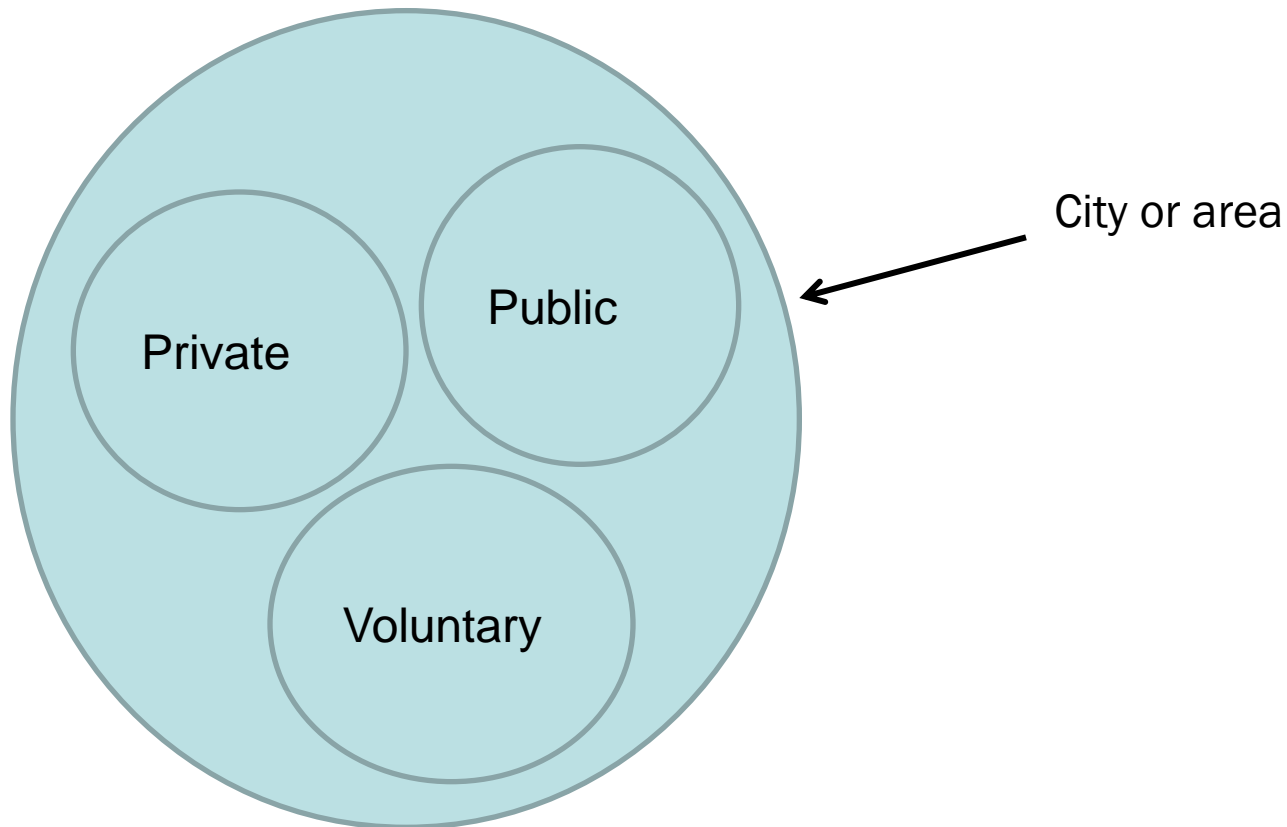
- The MEAM Approach is a non-prescriptive framework to guide local areas in the design and delivery of coordinated services
- It includes seven core elements that are needed for all coordinated interventions, but is not prescriptive about how each is achieved.
- A free website explains each element and includes tips, resources and ideas ([www.themeamapproach.org.uk](http://www.themeamapproach.org.uk))

# The MEAM Approach



# 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.

- **15-20 most excluded/chaotic people**
- **Chosen by a multi-agency panel**

# Coordination

## Effective coordination for clients

- A service neutral coordinator, acting outside of organisational boundaries
- Given a “remit to have no remit”
- Person centred. Asks: “What do you want to do first?”, not “Do you want this?”
- Able to bring services to/around the individual

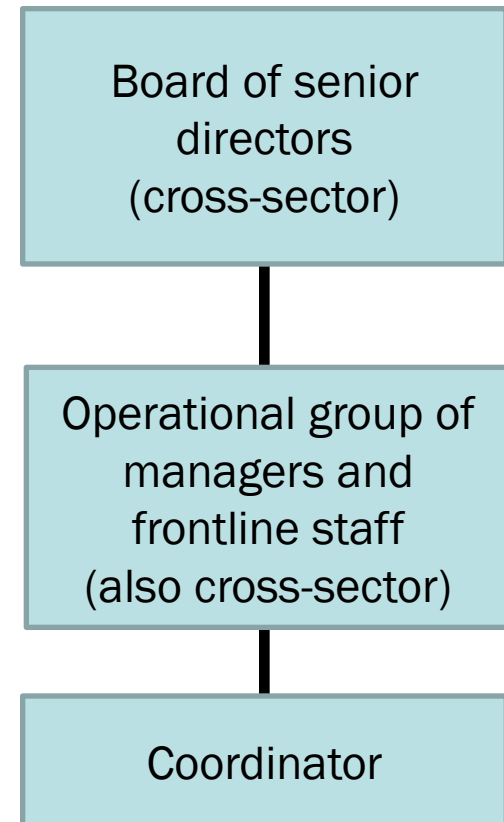


Source: Peter Macdiarmid/ Getty Images Europe

# Flexibility

Ensuring flexible responses from all local agencies

- Strategic?
- Cultural?
- Economic?



# Gap filling

- Only now should you look at gaps in provision and how you might address that



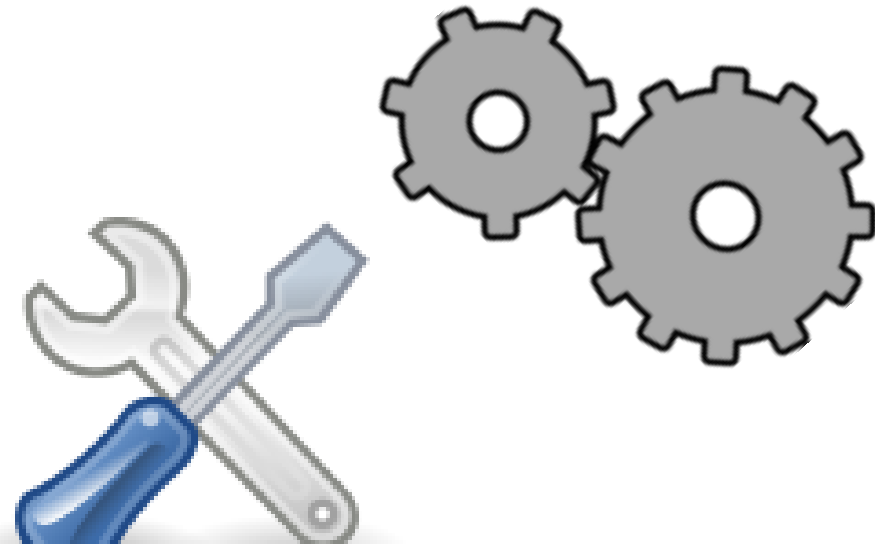
# Measuring success

- 🔄 All MEAM Approach areas will commit to and benefit from participating in a national evaluation
- 🔄 Partnerships must have adequate access to data and data sharing agreements cross-sector in order to prove the impact of the intervention
- 🔄 MEAM Approach areas will be consulted on regarding how success is evaluated



# Sustainability and systems change

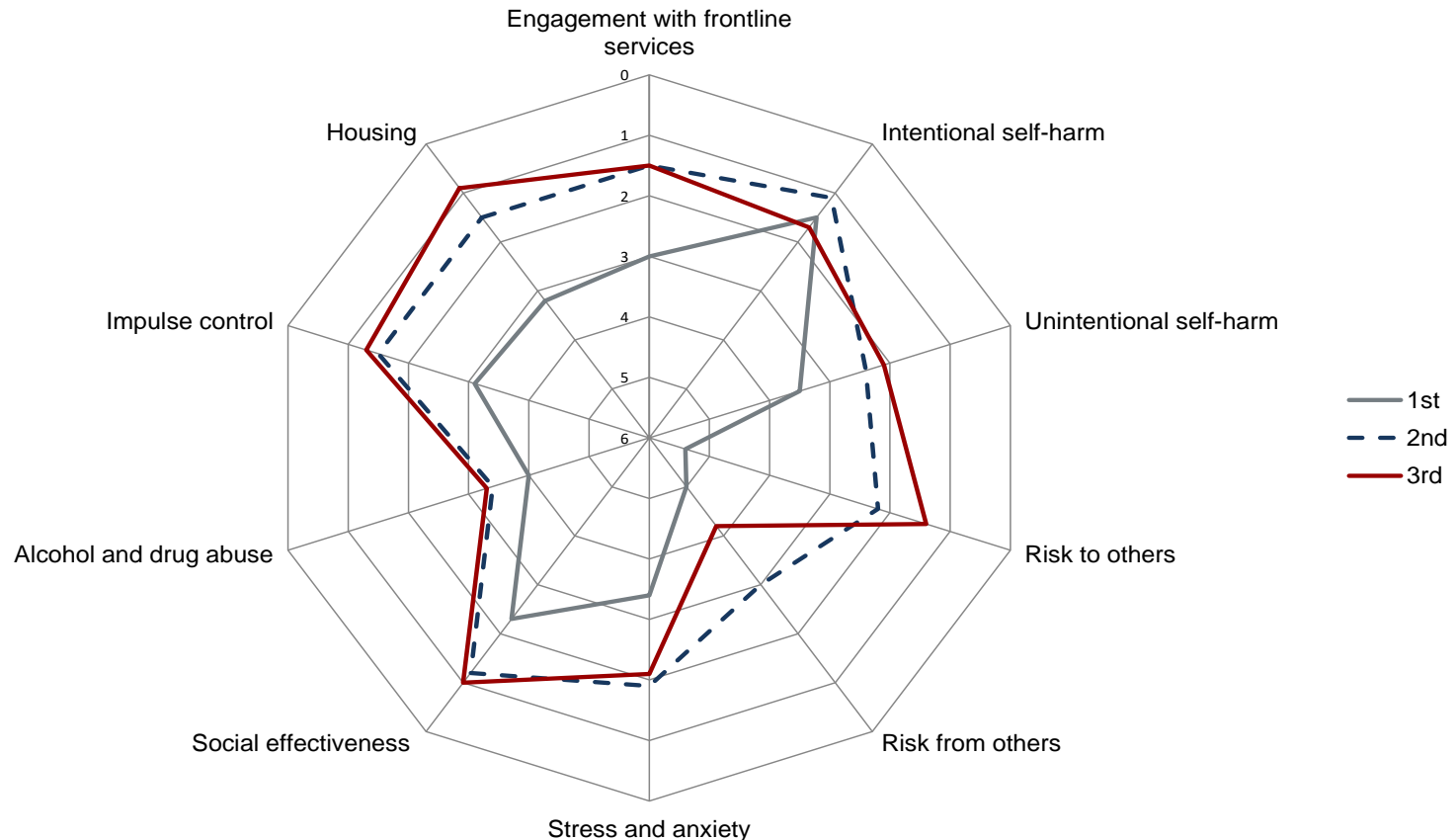
- 🌀 Strategic boards will be instrumental in finding ways to change the underlying system and “lock-in” flexibility
- 🌀 A feedback loop must exist from the front line through to the strategic level
- 🌀 The MEAM team will facilitate shared learning hubs so areas can discuss and develop systems change plans



# Impact: Outcomes from pilot areas

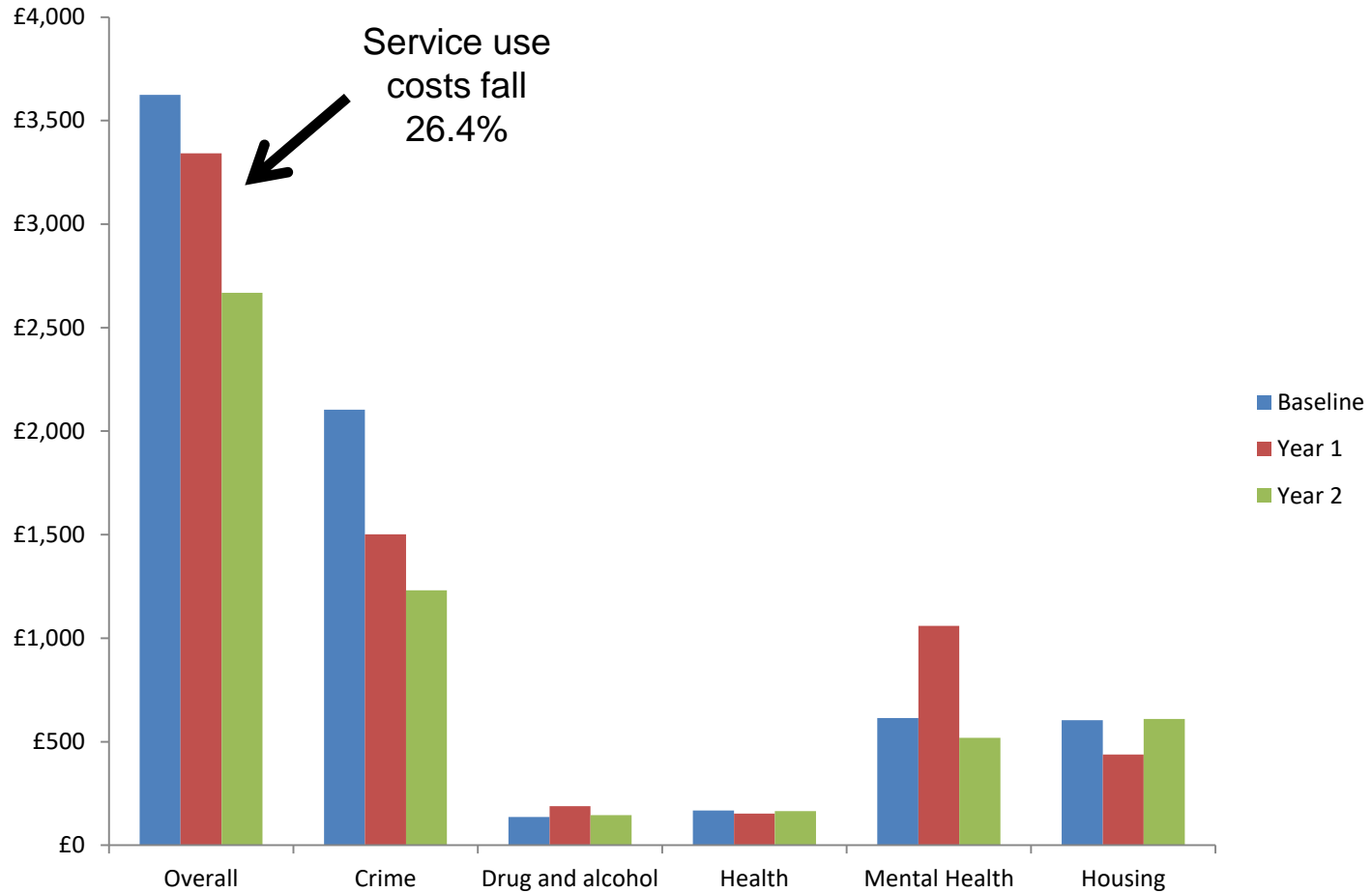
## Wellbeing:

NDT Assessment (cumulative results – Cambridgeshire – year two)



### Service use:

Monthly cost of service use (cumulative results – Cambridgeshire – year two)





## What makes a successful MEAM Approach area?

- A partnership ready to try something new and challenge the system
- Time and resources to dedicate to this work; MEAM can't do this for you
- A willingness to coproduce and involve the voices of lived experience
- A willingness to participate in a national evaluation

# Why become a MEAM Approach area?

- Support from the Local Networks Team - includes five regional partnership managers across the UK from Mind, Clinks and Homeless Link who support and guide local areas to coproduce, design, deliver and evaluate their intervention
- Advice and guidance around influencing and policy work, nationally and at a local level
- Participation in a national evaluation to evidence your impact locally as well as nationally

# Thank you

[www.meam.org.uk](http://www.meam.org.uk)

[www.theMEAMapproach.org.uk](http://www.theMEAMapproach.org.uk)

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# Any questions?

# Exercise

- What does the system look like in your area?
- Who needs to be on your partnership to make it effective?