

Making Every Adult Matter Report of the Director of Public Health

Recommendation

The Devon Health and Wellbeing Scrutiny Committee note the activity being undertaken to improve the health and wellbeing of adults with complex or multiple needs such as the street homeless population, through the Making Every Adult Matter (MEAM) Approach.

1. Background

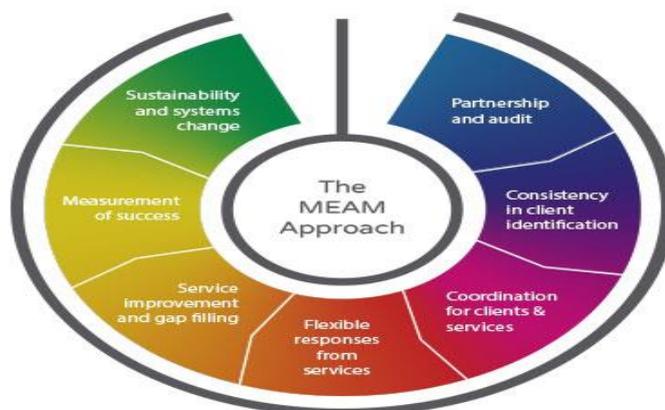
Making Every Adult Matter (MEAM) is a national partnership between four national charities; Homeless Link, Drugscope, CLINKS and MIND, and aims to influence policy and services for adults facing multiple needs and exclusions.

Devon's MEAM Partnership has evolved from an Action Learning Set initiated by the Devon Drug and Alcohol Team and is led by Public Health Devon. The Executive Steering Group includes commissioners from Devon and Cornwall Probation, National Offender Management Service, Devon County Council (Adult Services), Public Health, Exeter City Council, Clinical Commissioning Group (Mental Health) and representation from the Voluntary Sector via Devon Reform and Exeter Shilhay/Chapter One.

The MEAM pilot is supported by the 'Local Network Team' from the four MEAM organisations: Drugscope, Homeless Link, CLINKS and MIND. It is one of ten local areas being supported nationally to adopt the MEAM approach in service delivery: a non-prescriptive framework to guide local areas in the design and delivery of co-ordinated services (see Figure 1 below) as it is recognised that people who sleep on the streets have significant health needs¹. The pilot aims to explore new approaches to working with adults who have complex needs and are effectively 'stuck'. They tend to be those individuals who are known to a variety of services but 'fall between the gaps' of current provision. In order to be effective, MEAM needs to operate at different levels:

- Using new and innovative approaches to engage with socially excluded individuals in a way that enables them to use their own assets to make changes in their lives
- By identifying any institutional barriers that prevent engagement and alerting the Executive Steering Group to these so they can support a more flexible approach
- To influence commissioning so that it supports systems rather than individual services.

Figure 1: The MEAM Approach



¹ <http://www.devonhealthandwellbeing.org.uk/wp-content/uploads/2011/07/Homelessness-Health-Needs-Assessment-2011.pdf>

2. Project Development

The Executive Steering Group has been working for 18 months to decide the approach. It has been decided to work with an initial cohort in Exeter and then roll out the learning to other areas of Devon. Progress to date:

- Establishment of an Executive Steering Committee, development of Terms of Reference and extension of membership to ensure all relevant parties can contribute. The role of this group will be to support the MEAM process by helping resolve the institutional barriers identified by the operational group
- Identification of an initial cohort using a multi-agency risk assessment tool
- Integration of MEAM with other local initiatives such as 'Turnaround' and 'Engage' (probation initiatives working with frequent offenders); 'Bay 6' - Hospital Discharge Project ensuring that people are not discharged from hospital back on to the street; and the Targeted Families Programme.
- 'Commissioning Better Outcomes' – Cabinet Office and Big Lottery Social Bonds funding being sought by Exeter CVS and Office of the Police Crime Commissioner to tackle problematic alcohol use
- Agreement from Exeter Health and Wellbeing Board to provide a governance structure for the project
- Bids have been made for external funding (see below: 3. Next Steps)

3. Next Steps

In December 2014, Exeter City Council was successful in a joint bid with Teignbridge, Torbay, East Devon and Mid Devon to the Communities and Local Government, securing funds through the Help for Single Homeless Bid. This funding will enable the operational aspect of the project.

Next steps are:

- Recruitment of a full-time operational co-ordinator
- Formation of an operation multi-agency group to oversee identified cohort
- Recruitment of volunteers/peer mentors to support engagement of the MEAM Cohort
- Training for 'lead professionals' in Appreciative Inquiry'
- Presentation to Adult Safeguarding Board as part of a workshop on self-neglect
- Development of real time evaluation tools to monitor progress

Exeter CVS recently led a partnership bid for Department of Health/Public Health England capital funds to improve recovery outcomes. They were awarded £441,853 to develop a health and wellbeing hub for people with multiple and complex needs based around a doctors' surgery. The MEAM partnership will be working closely to support the development of this.

4. Summary

The MEAM project will interact with a range of agencies and multi-agency fora to ensure there is effective partnership working which is consistent, innovative and challenging.

Outcomes: The pilot will aim to work with 30 individuals, who will each have a person-centred support plan, based upon the individual's aims and aspirations. Broader outcomes to be sought are:

- Reduction in hospital admissions
- Reduction in re-offending
- Sustain accommodation for nine months and, where appropriate, ensuring a successful move on from emergency (hostel) accommodation
- Successful completion of treatment for substance misuse
- Successful engagement with mental health services
- Improved physical health and emotional wellbeing

5. Equality Considerations

The pilot aims to address the needs of people who are some of the most vulnerable or disadvantaged. It will aim to reduce health inequalities by supporting equitable access to services.

6. Legal Considerations.

There are no specific legal considerations identified at this stage.

7. Risk Management Considerations

None.

8. Options/Alternatives

This is a pilot which aims to inform practice and future commissioning.

9. Public Health Impact

This project meets the Council's statutory duty to reduce health inequalities, as well as promoting multi-agency working.

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