

Making Every Adult Matter (MEAM) & Fulfilling Lives

Tackling multiple & complex needs

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HOMELESS LINK

WHO WE ARE AND WHAT WE DO



Homeless Link is the only national umbrella organisation for frontline homelessness charities and agencies working to end homelessness in England.

The **500** organisations that make up the Homeless Link network support the **70,000** homeless people who access their services on a daily basis.



Overview

1. Introducing multiple needs - what's the problem?
2. National and local responses
 - MEAM
 - Big Lottery Fulfilling Lives
3. Where you can find out more

Multiple needs

Experience several problems at the same time

- Homelessness
- Mental ill health
- Re-offending
- Problematic substance misuse

Ineffective contact with services

Live chaotic lives

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

Multiple needs – what's the problem?

- Loss of individual potential
- Impact on local communities
- Effect on local services
- Significant costs to the public purse

National and local approaches - MEAM



- Four national membership orgs with 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, practice and ultimately system change
- Supported by Gulbenkian Foundation, Garfield Weston, LankellyChase & now Big Lottery

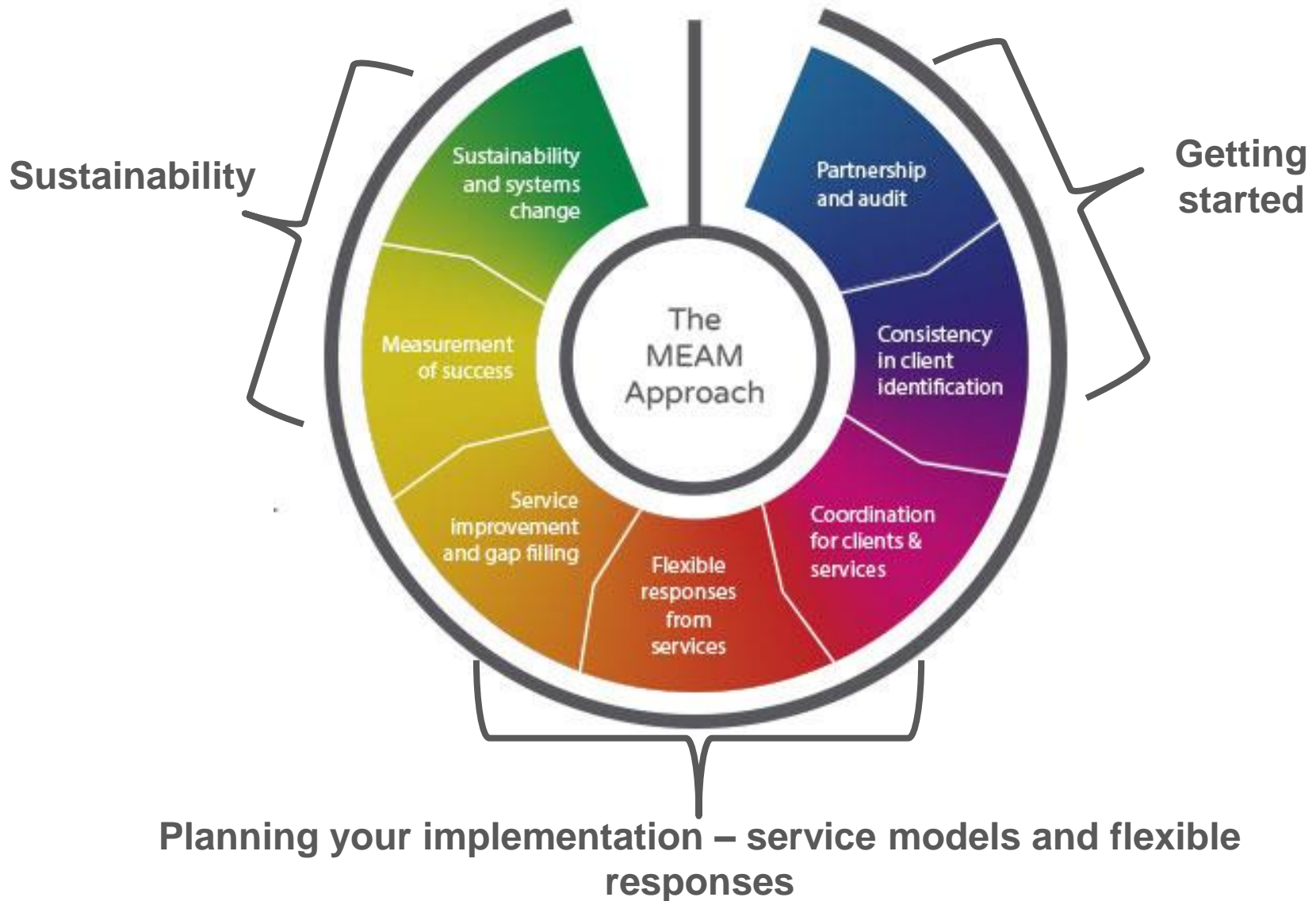
Our vision...

In every local area people experiencing multiple needs are:

* **Supported** *by effective, coordinated services*

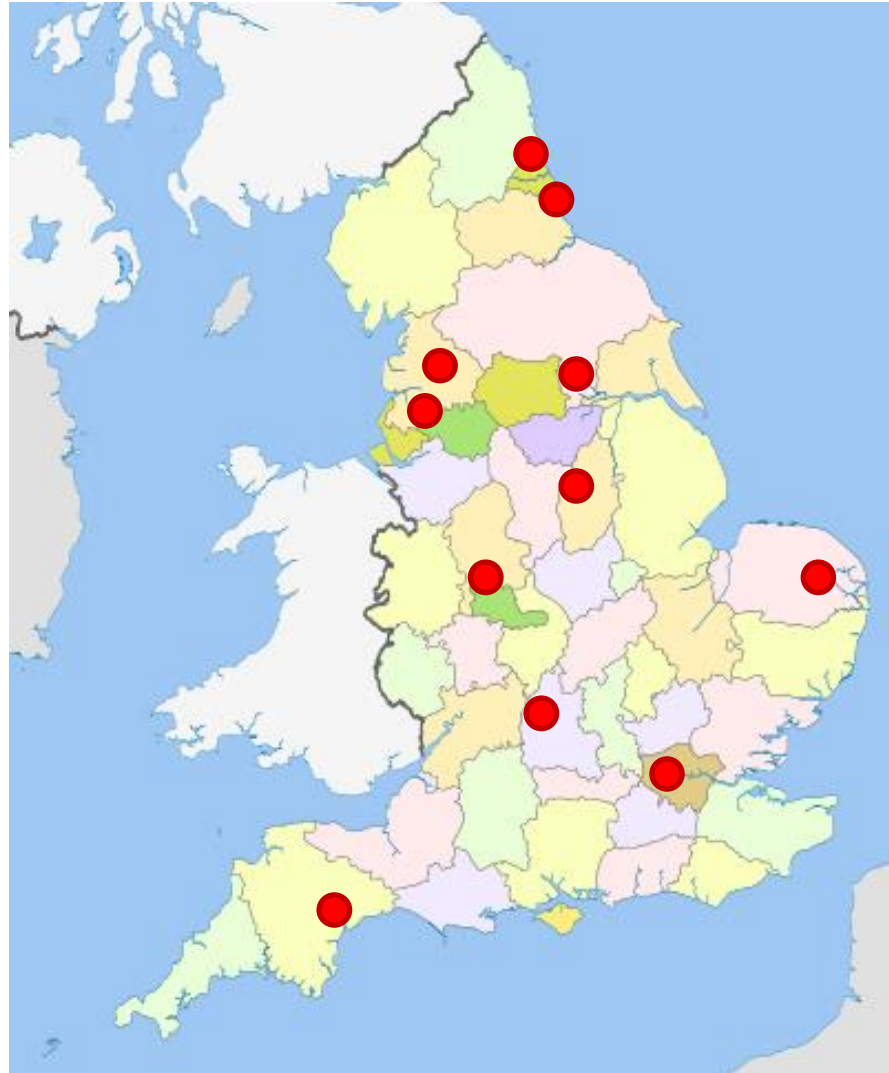
* **Empowered** *to tackle their problems, reach their full potential and contribute to their communities.*

The MEAM Approach



Current MEAM Approach areas

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



National and local approaches - Fulfilling Lives



- £112m investment, over 8 years & in 12 areas of England
- Supported by MEAM coalition
- People with multiple needs at the heart of its design and development
- Bringing different services & organisations together to offer one coordinated response to meet their needs
- Influence future commissioning

Current Fulfilling Lives areas

- Bristol;
- Brighton & Hove, Eastbourne and Hastings;
- Camden & Islington;
- Lambeth, Southwark, Lewisham;
- Nottingham;
- Birmingham;
- Stoke;
- West Yorkshire;
- Newcastle Gateshead;
- Blackpool;
- Liverpool
- Manchester



FULLING LIVES

Newcastle and Gateshead



LOTTERY FUNDED



**CHANGING
LIVES**

Key Aspects of The Project

“It’s not just the usual service user stuff of “can I have an apple?” It’s about us planting an orchard. Real long term stuff”

Who we are - Core partners involved in shaping the Fulfilling Lives programme in Newcastle and Gateshead has been Changing Lives (lead), Mental health Concern, and Oasis Aquila.

Vision - Change the health, social care and criminal justice culture in Newcastle and Gateshead so that people with complex needs can become the ‘key-holders’ for service flexibility and enablers of system change. In doing so, people with complex needs will themselves move from crisis to stability, getting a home a job and achieving sustained well being



Key Aspects of The Project

To achieve this vision we will tackle...

“People know I am a problem but try and ignore me”

- **Individual need:** ‘Where do I live? Am I healthy? Am I safe’
- **Systemic need:** ‘How do I access help? Why is system so complicated? I don’t understand how to get support’
- By providing **three** parallel interventions:
 1. The **service/peer navigator** that will show people how the system works and identify blockages
 2. The **system broker** that will coordinate and ‘unlock’ system blockages
 3. The **evaluators** that will evidence areas for system change

Key Aspects of The Project

Partnership and governance are key to success

“Sick and tired of sharing bits of information to different people”

- **Core Partnership** - clear and cohesive, working to agreed definitions of need
- **Operational Group & Strategic Group** - Fulfilling Lives' Charter building on joint working protocols, monitoring, partnership, allocations & case management procedures
- **Service User Participation** – procurement, performance management
- **Procurement** via Newcastle and Gateshead Voluntary Sector Consortium - broad engagement of voluntary sector
- **Links with other projects and initiatives** - Alignment to mainstream community services and development of fit-for-purpose services; links with Homelessness Hospital programme & Employment Service with the Chambers of Commerce

How Do We Know If It Has Been Successful?

“People know I am a problem but try and ignore me”

- Improvement of outcomes for people with complex needs - investment in people's assets, a better experience of services
- Improvement for services and front line staff - more joined-up, common approach, with integrated training and learning
- Improvements in structure and commissioning of services that is sustainable - Exception reporting to respond to crisis and accelerate system change; evidence of what works and the costs and savings involved



Fulfilling Lives: where can I learn more?

- 🎯 Contact an area near you or visit the website:
http://www.biglotteryfund.org.uk/prog_complex_needs
- 🎯 Contact the Big Lottery team:
 - 🎯 general.enquiries@biglotteryfund.org.uk
- 🎯 Fulfilling Lives Newcastle Gateshead contact
 - 🎯 Neil MacKenzie: Fulfilling Lives Programme Manager
 - 🎯 neil.mackenzie@fulfillinglives-ng.org.uk

MEAM: where can I learn more?

- 🌀 Contact an area near you or visit the website:
www.meam.org.uk
 - 🌀 Contact the national MEAM team:
 - 🌀 Jo Thomas Networks Development Manager
joanne.thomas@meam.org.uk
- @meamcoalition #multipleneeds**

Thank you

Contact details:

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