

	<u>Agenda Item: 10</u>
Report to:	Birmingham Health & Wellbeing Board
Date:	20 February 2018
TITLE:	MULTIPLE COMPLEX NEEDS
Organisation	Birmingham Voluntary Service Council / BCC
Presenting Officer	Natalie Allen & Adrian Phillips

Report Type:	Information
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1. Purpose:
<p>1.1 The purpose of this report is to make Board Members aware that Birmingham falls in the top 20 local authorities with the highest incidence of individuals with Multiple and Complex needs, up to three times the national average.</p> <p>1.2 Those with Multiple Complex Needs have disproportionately adverse outcomes which are often related to their own ACEs. Their children are likely to suffer multiple ACEs and fall into this group in the future.</p> <p>1.3 There are significant social costs associated with Multiple and Complex Needs with potentially negative impacts on the children of individuals experiencing multiple disadvantages.</p> <p>1.4 Extrapolated across Birmingham and Solihull, an expenditure of over £127 million per annum for people with at least two of homelessness, offending and substance misuse is estimated. 60% of this cohort are unemployed.</p> <p>1.5 Extensive research, consultation with experts by experience and service analysis in Birmingham has indicated shortcomings in services.</p> <p>1.6 The “Changing Futures” programme has shown that some simple interventions of the system can help improve outcomes for people with Multiple Complex Needs.</p>

2. Implications: # Please indicate Y or N as appropriate]		
BHWB Strategy Priorities	Child Health	
	Vulnerable People	Y
	Systems Resilience	Y
Joint Strategic Needs Assessment		
Joint Commissioning and Service Integration		
Maximising transfer of Public Health functions		
Financial		
Patient and Public Involvement		
Early Intervention		Y
Prevention		Y

3. Recommendation	
3.1	<p>Agree that the Health and Wellbeing Board:</p> <ul style="list-style-type: none"> ➤ Identifies individuals with Multiple Complex Needs as a priority group due to their disproportionately poor outcomes and effect on future generations ➤ Supports the work of Changing Futures ➤ Engages partner organisations to simplify their offer, support appropriate work placements especially through the STP process ➤ Works with housing partners in terms of stable accommodation ➤ Adopts targets from the Changing Futures programme in the interim
3.2	<p>In addition the Board is invited to “walk the Frontline with Birmingham Changing Futures” and experience life at first hand for this group and use the experience and learning to challenge policy, partner organisations etc. and promote systems change within their position of influence.</p>

4. Background

- 4.1 There is growing awareness that populations experiencing homelessness, substance misuse, poor mental health and offending behaviours overlap considerably. These vulnerable individuals often fall through the gaps in policy and service provision leading to an inter-generational cycle of disadvantage.
- 4.2 Individuals are often seen as a succession of separate “issues” by service providers working in silos as part of an uncoordinated approach. Often these individuals are themselves children of parents with complex needs and whose own children are likely to be in the same circumstances.
- 4.3 Addressing this group is about breaking the cycle of disadvantage. This group are at the “bottom of the pile” when it comes to socio-economic advantage. Their outcomes are poor and their effects on society are large.
- 4.4 Shortcomings in services have been identified in Birmingham. Addressing these shortcomings is essential to effect systems change to ensure that individuals with Multiple and Complex Needs achieve their aspirations and make their own vision of a ‘fulfilling life’ a reality. Research and consultation locally tells us that:
- **Silo-working must be broken down** – services must be seamless and integrated.
 - **Sometimes help comes too late to prevent crisis** – there must be better and earlier identification and diagnosis of complex needs so that an integrated, holistic service response is triggered sooner.
 - **Clients ‘fall out’ of the system** – better tracking and monitoring of progress and outcomes is needed.
 - **Information isn’t ‘pooled’ or used intelligently** – information needs to be shared between providers so that service users are not repeatedly required to “tell their story”.
 - **Support needs to be improved in order to improve outcomes** – support needs to be more intensive and more ‘guided’.
 - **Services need to be improved so that complex ‘navigation’ of the system is no longer necessary** – better signposting and referral pathways and mechanisms are needed.
 - **Greater service user involvement is vital** – service users must be at the forefront of service design and system change.
 - **This work is challenging and demanding** – partners too will need support and encouragement in this challenging work.

4.5 The “Changing Futures” programme has shown that some simple interventions of the system can help by offering those supporting features which many take for granted like a chance of employment and stable housing. The system can help by simplifying its “offer” and involving them in service change. Additionally large organisations have influence through the “Social Value Act” (Birmingham Business Charter) to influence how others engage with this small group of people.

5. Compliance Issues
5.1 Strategy Implications
5.2 Governance & Delivery
5.3 Management Responsibility
Natalie Allen, Programmes Director at Birmingham Changing Futures, is the Operational Lead on the Health and Well Being Operations Group.

6. Risk Analysis			
Identified Risk	Likelihood	Impact	Actions to Manage Risk
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Appendices

Signatures	
Chair of Health & Wellbeing Board (Councillor Paulette Hamilton)	
Date:	

The following people have been involved in the preparation of this board paper:

Natalie Allen -BVSC
Adrian Phillips – Birmingham City Council