

Title: Highlight Report – Multiple Complex Needs

Wards Affected: All

To: Health and Wellbeing Board **On:** 18/03/2021

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1. What has been achieved in the past six months?

1.1 The Multiple Complex Needs (MCN) tender launch event was held on Tuesday 10th November 2020, with 44 individuals from over 20 organisations in attendance.

1.2 The Multiple Complex Needs tender was launched on Wednesday 4th November 2020, with an intended submission date of Friday 30th April 2020

1.3 An emerging issues paper has been written and considered within Torbay Council regarding the opportunity and options for including mental health within the MCN Alliance. Following discussion with the MCN Alliance Sponsors the intention is to commission and procure an emotional, wellbeing and resilience provision in parallel with the MCN Alliance procurement with a view to integrating into the Alliance at the point for the Alliance forming or a specified point thereafter.

1.4 Programme Manager and Independent Chair role descriptions have been developed which will support and facilitate the establishment and development of the Alliance post-award. This will support the effective mobilisation of the contract, including the development and implementation of the stakeholder strategy and communication plans. These roles will be integral to ensuring strategic links are effective – particularly concerning other areas of related work such as the Community Mental Health Framework rollout.

1.5 A bid was submitted to the Changing Futures Fund which was seeking projects that aim to make a difference at person, service and system level and drive lasting system change. The focus had to be on people experiencing three of the issues of homelessness, substance use, mental health issues, domestic abuse, and contact with criminal justice system.

1.6 While this bid was unsuccessful, it afforded the opportunity to engage in further discussions with strategic partners in the voluntary sector, mental health and the police. This has formed the start of strategic discussions exploring wider, collaborative approaches to MCN alongside the MCN Alliance procurement.

2. What are the blockages?

2.1 Covid-19 has impacted upon the capacity and ability for the market to submit bids within the intended timelines. Two extensions to submission dates have been given following letters requesting further time. This has been due to the uncertainty around the impact of COVID-19 on services, the current lockdown duration and the recovery process – all of which have been detrimental to developing bids.

2.2 Due to the importance of this project and the wish to enable the submission of a good level of high quality bids, Torbay Council have extended the submission deadline to 31 January 2022. This will, however, significantly delay the operationalisation of the Alliance and the new delivery model.

2.3 It has, however, afforded the time to reappraise Mental Health support within the context of the Alliance and its procurement and system approaches in the short-to medium-term in better supporting people with complex lives.

3. What is the planned activity for the next six months?

3.1 In lieu of the extension of the MCN tender submission date and subsequent processed before a new Alliance led service commences at the end of January 2023, the focus for the next six months is on [1] the planning for the Alliance mobilisation post-award; [2] the development of a mental health offer and procurement alongside the Alliance for integration post-award; [3] the development of a strategic partnership approach to the MCN agenda; [4] further development of the existing systems during the interim period.

3.2 Consideration of and planning for the impacts of the new Domestic Abuse Act Safe Accommodation Duties that will be incumbent upon the Authority, in relation to the domestic abuse element of the MCN tender. The procurement team have advised these can be accommodated without compromising the tender process.