

**Title:** Multiple Complex Needs – Partnership Approach

**Wards Affected:** All

**To:** Health & Wellbeing Board **On:** 9<sup>th</sup> December 2021

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## 1. Purpose

1.1 During January 2021, discussions took place with stakeholders from Torbay Council, the NHS, Police and Probation services with a view to submitting an Expressions of Interest bid for funding from the Ministry of Housing, Communities & Local governments 'Changing Futures: Changing systems to support adults experiencing multiple disadvantage' Programme.

1.2 Though the bid was unsuccessful, the conversations informing the submission highlighted differences in the perspectives of complexity across the system; the challenges posed for different services in meeting the needs of people with complex lives; as well as how best to meet these needs.

1.3 While the procurement of the Multiple Complex Needs (MCN) Alliance is an essential programme of work, it is limited to Torbay Council. The conversations with stakeholders confirmed that a system-wide approach is also required if the aims and objectives of the MCN Alliance are to be realised.

1.4 The Innovations Unit (IU) has been commissioned by Torbay Council to undertake two strands of work [1] to develop the Community Safety Partnership Board; and [2] to work with stakeholders to develop a collective understanding of 'people with complex lives'. It is the latter strand that this paper is concerned with.

1.5 For strand 2, the IU will be working with the Torbay system in developing a shared understanding of complexity. The expected outputs/deliverables will be [1] agreeing shared priority areas of focus within the definition; [2] common principles for new ways of addressing priority areas identified through the process; and [3] a clear understanding of roles and responsibilities in providing support.

1.7 This will be achieved through a series of workshops that are developed collaboratively between the IU, a Design Group comprising of stakeholders from across the system and a 'Lived Experience Thematic Group'. In addition, there will be telephone-based interviews with some key stakeholders.

1.6 Given the partnership nature of this programme of work there is a benefit to having system-wide governance. The Torbay Health and Wellbeing Board is best placed to provide this.

## **2. Recommendation**

2.1 That the Health and Wellbeing Board agrees to provide governance and oversight for this piece of system-wide work.

2.2 That the Health and Wellbeing Board establishes and chairs a sub-group comprising representatives from the Board and any additional members it would view as pertinent. The purpose being to [1] support and influence the direction of travel; [2] oversee outputs from this work; and [3] support/drive any agreed actions that derive from this work.

## **3. Supporting Information**

3.1 Four workshops will be run in the coming weeks (dates to be finalised):

- *Workshop 1:* Defining complexity and the principles to address it.
- *Workshop 2:* What the data tells us and the realities of complex lives.
- *Workshop 3:* Developing the vision in practice: outcomes, principles, practice model and values.
- *Workshop 4:* Feedback to the Governing Board on insights gathered.

3.2 The Health and Wellbeing Sub-Group would act as the Governing body receiving the feedback.

## **4. Relationship to Joint Strategic Needs Assessment**

4.1 A common definition of complex lives is where two or more features are present of substance misuse, homelessness, mental distress or ill-health, domestic abuse, criminal justice involvement.

4.2 All these aspects have been identified by the 2020-21 Joint Strategic Needs Assessment as being of a significant concern in Torbay. Commonly profiles are worse in Torbay than the South West and/or England averages.

## **5. Relationship to Joint Health and Wellbeing Strategy**

5.1 Priority 5 in Torbay's Joint Health and Wellbeing Strategy (2018-22) is concerned with 'supporting those who are at risk of harm and living complex lives,

addressing the factors that increase vulnerability. This commits partners to working together to provide an integrated system based on what is important to those who have complex lives to achieve the strategy's outcomes.

5.2 The development of this system-wide partnership approach as outlined in this paper is a central to the achievement of the strategy's aspirations.

## **6. Implications for future iterations of the Joint Strategic Needs Assessment and/or Joint Health and Wellbeing Strategy**

6.1 There is a need to ensure continuance of the 'complex lives' agenda in future iterations of both the Joint Strategic Needs Assessment and Joint Health and Wellbeing Strategy.

6.2 For the Joint Health and Wellbeing Strategy it would be beneficial to expand the scope to include the wider system approach to complex lives to include the work outlined in this paper.