

TORBAY JOINT HEALTH & WELLBEING STRATEGY
PROGRESS REPORT – MULTIPLE COMPLEX NEEDS
SEPTEMBER 2022

3 Support for people with multiple complex needs (MCN)	
Progress against programme delivery measures	
Commission a Multiple Complex Needs Alliance from 2023, delivering integrated support for people who experience homelessness, substance misuse problems & domestic violence	Alliance procurement successfully completed, with two of three Lots awarded (Drug & Alcohol Treatment and Domestic Abuse Service). Homeless Hostel service being brought into Torbay Council and forming part of the Alliance. Mobilisation prior to commencement being progressed under the oversight of an Independent Chair.
Expand the commissioning alliance to incorporate mental health & wellbeing	Continuing to be progressed. MCN Oversight Board standing agenda item.
Develop & introduce trauma informed approaches across the system	Core requirement of the Alliance specification. Services being trained in the Trauma Informed work delivered by Zebra to ensure consistency across Torbay. Broadening to relational approach to incorporate Restorative Practice and consistency of approach when working with families.
Review housing & support requirements to allow access to suitable accommodation	In boarding of the Hostel permitting review and redesign of the provision within the Alliance. Prioritisation is successful transfer of Hostel into council
Work with the Innovation Unit to develop a Torbay-wide, shared understanding & definition of complexity, & shared priorities	Work completed, with learning being incorporated in the MCN Alliance. Meeting held with representatives of the Health and Wellbeing Board where agreed greatest benefit from integrating into the Family Hubs work as that develops and with the Local Care Partnership. Mapping exercise across system needed to understand what data is collected, any gaps and to analyse to develop a dashboard that can inform a systems wide approach. No capacity to complete this is the limiting factor.
Establish a Multiple Complex Needs sub-group to oversee & support implementation	Responsibility of the MCN Alliance. Being progressed as part of the mobilisation process.
Other comments on progress?	

Progress against delivery of cross-cutting measures	
➤ Include environmental sustainability as a key element in all policies	Nil to report
➤ Make environmental sustainability a factor in decision making in all new policies & procurement contracts	Nil to report
<ul style="list-style-type: none"> ➤ Explore how physical activity can be included ➤ Work with us to implement Torbay on the Move 	Bid submitted to Back to Sport Torbay II for people in recovery.
<ul style="list-style-type: none"> ➤ Participate in a system wide approach to housing including homeless prevention, quality of accommodation and availability of affordable accommodation ➤ Work in partnership with other agencies to identify and prevent homelessness in those accessing your service 	Alliance core to homeless response
<ul style="list-style-type: none"> ➤ Carry out an EIA for all service changes ➤ All employees trained to recognise the needs of minority & ethnic groups ➤ Ensure that digital care pathways increase inclusion 	Nil to report
<ul style="list-style-type: none"> ➤ Sign up to the Devonwide Commitment to Carers ➤ Proactively identify & report on carers in the workforce ➤ Health & care set targets for identifying carers ➤ Become 'carer-friendly' organisations 	Nil to report
➤ Health & Care provide training on domestic abuse and sexual violence & use a trauma-informed approach	Central to the MCN Alliance contract and work
Citizen feedback	
Describe any engagement, co-design or co-production work you have undertaken in your workstream	This work is based on extensive insights work in the production of the tender for the MCN Alliance. In addition, the Innovations Unit was commissioned to inform a partnership approach that was predicated on coproduction and codesign