

Fulfilling lives: supporting people with multiple and complex needs

Questions and Answers

1 Why have you focused on individuals with multiple and complex needs?

It is estimated that there are about 60,000 people across England experiencing multiple and complex needs. This not only affects their lives- there are significant social and economic costs associated with a failure to effectively support them. For example people will use more expensive services such, as Accident and Emergency, rather than cheaper alternatives, such as visiting a GP.

We know that people who are experiencing multiple and complex needs interact with many different public services- such as housing authorities, mental health services, accident and emergency, the justice system and many more. This investment will help voluntary and community organisations, working in partnership with public services, reach out to those individuals who have the most entrenched and hard to tackle problems, and ensure that they receive co-ordinated and person centred services that meet their needs.

Over the course of our investment we will learn about and evidence the best ways of delivering services that are focused on an individual's needs. We will use this knowledge to influence the people that design and fund services for people with multiple and complex needs in the future.

2 What do you mean by multiple and complex needs?

For this investment we have defined people with multiple and complex needs as individuals who experience at least two of the following: homelessness, reoffending, problematic substance misuse and mental ill health.

3 Who can apply?

We are not running an open application process for this investment; instead we will be working with organisations to develop a partnership in each of the targeted areas in England. We want partnerships to use available evidence and their local knowledge to reach the people with the most entrenched needs and to help them to lead better lives.

As a minimum, each partnership must be Voluntary and Community Sector (VCS) led and include local authority representation. They should also include VCS and public sector organisations with experience of working with people with multiple and complex needs. People experiencing multiple and complex needs need to genuinely be involved throughout the design and delivery of each approach.

We define Voluntary and Community Sector organisations as: "Organisations that are independent from the state, with a motivation derived from values and social purposes rather than the pursuit of profit, and the re-investment of surpluses principally in pursuit of these values rather than for private distribution".

4 Which areas are you working in?

We are focusing this investment in the following areas;

- Great Yarmouth
- Nottingham
- Lambeth & Southwark
- Camden & Islington
- Newcastle & Gateshead
- Tees Valley
- Liverpool
- Manchester
- Blackpool
- Brighton & Hove, Eastbourne and Hastings
- Bristol
- Plymouth
- Stoke on Trent
- Birmingham
- West Yorkshire sub region (with a focus on Wakefield and Kirklees)

5 How have you chosen the areas that will benefit?

We want to use this investment to learn about what works for people with multiple and complex needs. We are therefore making large grants available over long periods of time. Our funds are limited and we cannot support every area of England. Some areas that are not on our list will also contain high numbers of people experiencing multiple and complex needs. This investment is intended to help those most in need, but our targeting also takes into account other factors.

We based our initial targeting decisions on a range of data from a number of different sources (such as statistics on homelessness and offending). We used a range of sources because data on people experiencing multiple and complex needs is not collected systematically across England.

To supplement this we spoke to local and national stakeholders and considered a range of geographical characteristics which will enable us to learn from a range of different approaches.

Areas that we are not targeting under this investment will still be able to apply for other funding from BIG for similar projects through our Reaching Communities strand.

6 How much money are you investing?

We are looking to invest up to £100million in total, details about how much might be available within each area will be provided at the local meeting.

We do not guarantee funding to the areas that we have identified. We will expect all partnerships to use their local knowledge to demonstrate a good understanding of need and opportunities in their areas. We will fund proposals where we can see there is a strong likelihood of meeting our funding outcomes.

7 What are the outcomes?

We expect to see outcomes on three levels, outcomes are likely to be the following;

- People with multiple and complex needs are able to better manage their lives through access to **person centred and co-ordinated services**.

- Services are more **tailored and better connected** and will empower users to take a full part in effective service design and delivery.
- Shared learning and the improved **measurement of outcomes** for people with multiple and complex needs will **demonstrate the impact** of service models to key stakeholders.

8 Why are you only accepting one application per area?

We want local organisations to work together in one partnership to better meet the needs of people with multiple and complex needs in their area. This is because there is evidence to show that the absence of joined up, person centred services can perpetrate and entrench a person's needs further, adding complexity and increasing the costs to the public purse.

9 Who can I contact for more information?

By mid July BIG will have held a local event in each area to provide more details to organisations about how they can work together on this investment. **These meetings are invitation only.** As partnerships begin to form, a local organisation in each area will take the role of main contact. Check the website over the next few months for updates.

10 Who has been involved in developing the approach to this investment?

- We have held a number of 'BIG Insight' meetings and had conversations with a range of stakeholders from across the voluntary and community sector, as well as service users. Through these meetings we developed and tested our approach, and were advised on how to link with and build upon current and previous initiatives.
- We have also drawn upon reports and analysis from organisations who work with people with multiple and complex needs.

11 What difference will the investment actually make?

We expect this investment to make a difference to the people who are directly supported so that they spend less time in prison, reduce their drug abuse, are in stable accommodation and have better mental health.

By investing large sums into targeted areas, and by encouraging a 'test and learn' approach, we aim to achieve real change in these areas. Individuals will benefit because services are working more closely together, sharing information and taking responsibility for meeting all the needs of an individual.

We will provide support to all areas to ensure they have robust evaluation and learning plans. We will disseminate learning widely, and continue high-level national discussions and roundtables with other stakeholders in this sector, to influence policy and practice. By sharing the learning widely and dynamically, the positive impact of our investment can also be felt in areas where we have not been able to fund directly, thereby ensuring that our funding has a lasting impact.

12 What are the grants for?

The grants will be for a partnership of local organisations, working together to improve services for people with multiple and complex needs, so that services are more coordinated, targeted at those with the most entrenched needs and focused on the specific needs of each person.

The grants will also allow partnerships to collect data and learning about their approaches to feed into a wider study of what works in supporting people with multiple and complex needs, in order to influence future policy and practice in this work.