



The MEAM Approach

Helping areas design and
deliver coordinated services

Frequently Asked Questions

What is the MEAM Approach?

The MEAM Approach has been developed to guide local areas as they design and deliver better coordinated services for people facing multiple needs and exclusions.

Any local area can use the MEAM Approach and in doing so join the national network of MEAM Approach areas that are working together to share practice, provide peer support and ultimately deliver sustainable change for people facing multiple needs.

Our website www.theMEAMApproach.org.uk (launching shortly) is the main gateway to the MEAM Approach. It includes:

- The seven core elements of the MEAM Approach
- A wide range of practical and helpful resources
- A way to search for partners in local areas
- A 'status' for each LA area
- Information about national networking events
- Information on the support MEAM can provide

What support is available for the MEAM Approach?

Any area is welcome to use the MEAM approach to help design and deliver a coordinated approach. We know however that getting started can be difficult. We are pleased that through the generosity of our funders, MEAM is able to provide a small number of local areas with personalised support for the MEAM approach journey. Nine local areas have been chosen for this support in 2013-14 (via an application process) and we will offer support to further areas when resources allow.

How will support be provided?

MEAM has developed a Local Networks Team (LNT) that will offer support to these areas to help them put a sustainable coordinated intervention in place. The support package in each area will be personalised, but we include below some general examples of what the LNT will and won't do.

Local Networks Team

The Local Networks Team is currently formed of ten regional managers from Homeless Link (working 10% of their time on the MEAM Approach), two part-time posts in Clinks, and two in Mind. We hope to recruit a LNT post within DrugScope shortly.

Each area receiving support from the LNT will be allocated a facilitator from the team (usually the Homeless Link regional manager) and an advisor from Clinks,

DrugScope or Mind (as resources allow). The facilitator and the advisor will work together and with other members of LNT staff across the four MEAM organisations as necessary to ensure that the area receives suitable cross-sector support.

Table 1 provides an overview of the types of support the Local Networks Team will provide:

Table 1: Summary of ‘support tasks’

Facilitator	Support type		
	Link	Advise	Facilitate
1. Provide practical support to help local areas develop and maintain a suitable partnership to drive the MEAM Approach work	√		
2. Support local areas to involve people with experience of multiple needs		√	
3. Provide advice on an audit and assessment of multiple needs and help local areas plan for evaluation		√	
4. Support the area to bring providers, commissioners and service users together in a facilitated way to (1) look at current silo approaches (2) develop a vision for change (3) design a more coordinated approach and (4) consider the systemic changes required to make coordinated interventions sustainable			√
5. Provide ongoing critical friend analysis of an area’s plans for service models and systemic change, drawing on best practice and the national policy context where possible		√	
6. Work with the MEAM Networks Development manager to help ensure that local learning (positive and negative) can influence and shape the national debate	√		
7. Offer advice on service funding and sustainability		√	
8. Make introductions to other areas using the MEAM Approach and/or working on multiple needs issues	√		

Advisor	Support type		
	Link	Advise	Facilitate
9. Support local areas to ensure that agencies, leaders and commissioners across all relevant sectors are engaged in the MEAM Approach work	√		
10. Provide bespoke support (as determined locally) to individual agencies or sectors to help them engage in the MEAM Approach and to consider how this fits with other current priorities and agendas		√	
11. Provide detailed advice and support to the local area on specific criminal justice, substance misuse and mental health topics/issues		√	
12. Ensure that the ongoing ‘critical friend’ support is based on cross-sector good practice and national policy expertise		√	
13. Ensure that learning from the local areas is reflected across all four MEAM organisations and helps to shape the national debate.	√		

What will the Local Networks Team not do?

The LNT will not:

- Write any documents for the area (strategies, funding bids etc)
- Be a 'lead' for the work (this remains the role and responsibility of the lead partner and the partnership)
- Provide direct funding or advice on HR or other internal issues.

It is very important to us that local areas lead and own this work. The LNT will therefore only offer support to local areas that can demonstrate a commitment to the process from an initial group of agencies/leaders and that can identify a local lead to help drive the process.

What is the rough timeline for support?

We expect the LNT to begin to work closely with local areas in April 2013 and that most areas will have a coordinated intervention operational within twelve months and early evidence of systemic change within 18 months. An example timetable may look something like this:

Months	Main elements of the MEAM Approach being considered
Months 1-3: Preparation	'Partnership and audit' 'Consistency in client identification'
Months 4-6: Vision development	'Coordination for clients and services' 'Flexible responses from services' 'Service improvement and gap filling' 'Sustainability and systems change'
Months 7-12: Early model implementation	'Coordination for clients and services' 'Flexible responses from services' 'Service improvement and gap filling' 'Measurement of success'
Months 12-16: Focus on systems change	'Sustainability and systems change'
Months 16-18: Support reduces	Areas link to national MEAM Approach networks

What about areas that don't have LNT support?

As above, local areas that don't have support from the LNT will still be able to use the MEAM approach to help design and deliver a coordinated approach. Any area can access the resources on the MEAM Approach website and attend national network and learning events (further information will be provided on the website).

Please contact us if you would like to discuss a package of support from the Local Networks Team in the future.

I'm interested in the MEAM Approach - what should I do now?

Please visit the MEAM Approach website www.theMEAMapproach.org.uk to find out more or contact us: Oliver Hilbery oliver.hilbery@meam.org.uk

MEAM

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