

# The MEAM Approach

MEAM is a unique coalition of charities – Clinks, DrugScope, Homeless Link and Mind – focussed on adults facing multiple needs. These individuals experience a combination of problems such as homelessness, substance misuse, mental health problems and offending and are often poorly supported by traditional services.

Using the MEAM Approach we support local areas across England to design and deliver better coordinated services, improve outcomes and reduce costs. The MEAM Approach provides a practical seven-stage guide, which areas can adapt to local circumstances. The diagram below briefly introduces the Approach.

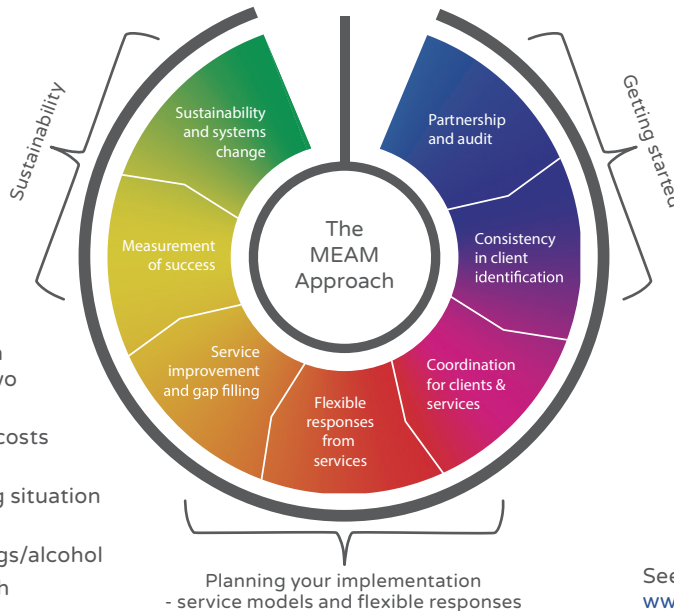
We now want to support more areas to develop better responses for people with multiple needs. Each area will receive a bespoke package of flexible support from MEAM, delivered by expert staff with local knowledge.

This is what areas say about our support:

## Local Support

During 2014/15, we have supported ten local areas to design and deliver better coordinated services for people with multiple needs. An independent evaluation of the MEAM pilots, which preceded the MEAM Approach, shows the impact that can be achieved:

- ✓ Up to **26.4%** reduction in service use costs over two years
- ✓ Significant reduction in costs associated with crime
- ✓ **86%** report their housing situation improved
- ✓ **71%** consuming less drugs/alcohol
- ✓ **57%** better mental health



“We would not have been able to coordinate multiple needs services in Sunderland without the knowledge and expertise that our MEAM support has brought to the group”  
(Sunderland)

“MEAM has provided invaluable support, insight and drive for our work.”  
(Blackburn)

“MEAM acted as a sounding board for us as we developed our programme, providing advice, but not prescribing how things should happen.”  
(Cambridgeshire)

See what these and other areas have achieved at:  
[www.themeamapproach.org.uk/areas-delivering-now](http://www.themeamapproach.org.uk/areas-delivering-now)

## What we can offer

MEAM will work with you to develop a bespoke package of support for a twelve month period. A named lead will provide external facilitation and be a 'critical friend' to guide you through the MEAM Approach. Our basic package is free of charge. The comprehensive package costs from £10,000 per area, depending on support needed. A limited number of comprehensive packages are available for £5,500 due to the generosity of our funders. The two support packages are outlined below.

	Support Action	Basic	Comprehensive
Introducing the Approach	Access to MEAM Approach website and publications	✓	✓
	Initial introductory discussion with local partners	✓	✓
Getting started	Strengthening partnerships. Supporting you to identify and approach key operational and strategic personnel for the partnership		✓
	Client audit and identification. Supporting you to use appropriate tools to assess need and identify individuals		✓
Planning and supporting implementation	Presence at operational and strategic meetings to provide independent guidance		✓
	Assessing options for 'coordination' and 'flexibility' in service design, based on learning from other areas		✓
	Support with recruitment (if new posts required), including example job descriptions, interview questions and presence on the interview panel		✓
	'On call' support via telephone and email		✓
Sustainability and systems change	Support with systems change and sustainability, including facilitated workshops and seminars		✓
	Bespoke training days delivered by Local Networks Manager on any multiple needs related topic		✓
	Support with evaluation and sustainability through use of our bespoke multiple needs evaluation process		✓
	Learning and development support from MEAM Director and Local Networks Manager		✓
Learning	Half day facilitated review of project performance		✓
	Access to bi-annual MEAM learning days with peer support from all other areas using MEAM Approach		✓
	Receive regular updates from our policy team on policy changes and developments.		✓

## What next?

If you are interested in support, please:

- ✓ Contact us by emailing: [talk2us@meam.org.uk](mailto:talk2us@meam.org.uk)
- ✓ Register on the website: [www.themeamapproach.org.uk/register-interest/](http://www.themeamapproach.org.uk/register-interest/)
- ✓ Begin to discuss this with relevant partners in your locality. Partnership working is at the heart of MEAM and we ask that you have initial discussions with potential partners before approaching us for support.



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