

Multiple and Complex Needs in Torbay – Developing an alliance approach.

Torbay Council would like people in Torbay who have to access multiple complex systems to meet their own aspirations and to be able to participate and contribute in all aspects of life. The Council would like our local system to improve the lives of people by supporting the whole person whilst also contributing to national strategic objectives in relation to homelessness, children in care and care leavers, drug and alcohol treatment, reoffending rates, domestic and sexual abuse, preventing admissions to hospital and urgent care targets.

Over the past few years it has become an emerging theme that in order to move forward in improving outcomes for some of the most vulnerable people in Torbay we need to take a different approach to the way in which support is commissioned, structured and delivered. Torbay Council is considering models being implemented locally, regionally and nationally in relation to supporting people experiencing multiple and/or complex issues.

In Torbay we have experience of alliances in the area of street homelessness where we have formed an alliance around delivery of government funding and Housing First. The Council would like to expand this work in Torbay to consider and contribute to the following possible developments:

- Defining the 'scope' of our multiple-complex needs work locally.
- Exploring the development of an 'Alliance Contract' approach within Torbay to support those with multiple complex needs.
- Defining the types and numbers of service providers we would need to form an effective Alliance within Torbay to support people with multiple complex needs.

The above work will contribute to informing the future model for commissioning and delivery of a number of services in Torbay (including drug and alcohol, homelessness and domestic abuse and sexual violence services).

We are holding two events to which we are inviting commissioners, providers and stakeholders to contribute to the development of an alliance contract model in Torbay to support people who currently have to access support from multiple, separate services and systems. A number of local services are due for procurement in the near future and these workshops will inform our future procurement activity. The workshops will be held on:

- Thursday 28th February 2019 – Livewest, The Foyer, Teignmouth Road, Torquay, Torbay, TQ1 4DB – 9am – 1pm
- Wednesday 3rd April 2019 – 4th Floor, Tor Hill House, Castle Circus, Torquay – 9am – 1pm

If you would like to book a place on these events or have any queries then please email [**joanne.hardwick@torbay.gov.uk**](mailto:joanne.hardwick@torbay.gov.uk)

Please book your space by 21st February 2019.