



# Derby MEAM Pilot

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Partnership between:  
DERBY CITY COUNCIL  
DERVENTIO HOUSING TRUST

December 2011 - 2012

Glynis Hawkes, Derby City Council  
Jackie Carpenter, Derventio Housing Trust  
Julie Morgan, Derventio Housing Trust



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## **Setting the Scene**

- Derby Hostels
- Numbers of Rough Sleepers
- Why we bid for the project
- Working in Partnership
  
- Glyn Hawkes



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## **The pilot**

- MEAM pilot built around coordination, flexibility, consistency and measurement
- Board
- Operational Panel
- Client work
- Jackie Carpenter



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## **Board - Strategic influence**

- Board exists to drive strategic engagement
  - Broad Membership
  - Key champion(s)
  - Multi-agency troubleshooting
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- Glyn Hawkes

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## **The Panel – operational coordination**

- **Membership:**

- Police, probation, mental health, housing

- **Meetings:**

- Take referrals
- Set caseload
- Discuss client action plans together
- Consider others with complex needs

- Jackie Carpenter

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## **Client work: Role of the coordinator**

- Remit is to provide personalised service, build trust and link to services: What does client want & why? Client understanding themselves, services, aims, practical steps
- Ability to follow the client across services – managing transitions
- Supporting other services – encouraging involvement and helping them to re-engage with clients
- Julie Morgan & Emma

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## Measurement

- **Tools:**
- NDT assessment, Outcomes Star, Warwick-Edinburgh Mental Well-Being Scale
- **Clients – who they are**
  - 65% were in care, for average 7.5 years
  - 41% had 4 needs, 38% had 3 needs
- **Impact – initial findings**
  - NDT scores – improved from 43 to 30
  - Outcomes Star – improved from 35 to 59
  - WEMWBS – improved from 24 to 32
- Jackie Carpenter



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## Future Plans

- Selling the project
  - Personalisation
  - Reporting
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- Glyn Hawkes



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