



Surrey MEAM: Project Overview

Prepared by	Date	Executive Sponsor
Matt Webb	01/10/2018	Gavin Stephens, Surrey Police

Project information	
Project aim	To create an intervention for the county as a whole, facilitating a system shift to crisis prevention by 2022 for those experiencing Severe Multiple Disadvantage.
Rationale	<p>The Surrey MEAM approach involves working across the complex criminal justice, health and social care systems to explore and understand system wide barriers faced by individuals experiencing severe multiple disadvantage countywide, embedding a co-design approach to provide solutions which improve health and wellbeing outcomes for these individuals, reducing impact on the emergency services.</p> <p>This project also aims to better collaborative working between Health and Policing within Surrey.</p>
Key area of focus	<ol style="list-style-type: none"> 1. Severe Multiple Disadvantage 2. Policing and Health collaboration
Start date	28/05/2018
Projected end date	01/05/2022

Summary
<p>MEAM [Making Every Adult Matter] is a unique coalition of charities, which concentrates on adults facing Severe Multiple Disadvantage (SMD). The MEAM approach aims to deliver better-coordinated services, improve outcomes and reduce costs.</p> <p>The Surrey MEAM project primarily concentrates on the planning and development of a coordinator role, which will work closely with these individuals within the community setting, to directly supervise, arrange, monitor and evaluate continuing interdisciplinary care, bringing together existing specialists.</p> <p>The scope of this project also includes outlining terms of reference for a Strategic Board and a clear process for identifying and referring individuals with SMD to a MEAM coordinator.</p> <p>In addition, the project will support a separate work stream (ending May 2019), involving the design and testing of a Joint Response Unit, facilitating improved collaborative working between the police and ambulance service, supporting a more fitting response to individuals facing crisis.</p> <p>These interventions aim to address the priorities outlined within the Policing and Health Collaboration in England and Wales: Landscape Review (2018).</p>

Project objectives (SMART)
<ol style="list-style-type: none"> 1. To better understand system-wide barriers faced by adults experiencing Severe Multiple Disadvantage throughout Surrey by December 2018. 2. To design, develop and test a MEAM coordinator role ensuring a single, consistent and trusted point of contact for adults facing Severe Multiple Disadvantage within Surrey by summer 2019.



Annex 2

3. To identify and pilot methods, which aim to reduce impact on emergency services and improve collaborative working concerning emergency incidents where both the police and ambulance services attend by May 2019.

Project scope – IN	Project scope – OUT
This project will particularly concentrate on adults within Surrey experiencing two or more of: Mental illness / substance misuse / homelessness / domestic abuse / repeated contact with the ambulance service and/or criminal justice system.	This project does not include: <ul style="list-style-type: none"> Overseeing the ongoing care of individuals held within police custody, currently managed by an external contractor Supporting children facing SMD Adults outside of the pilot area(s)

Benefit	Measure	Stakeholder
Improved service-user experience	Positive qualitative feedback and a reduction in frequent attenders presenting to acute sector services	Service-users Service providers Emergency services
Improved partnership working	Consistent attendance at partnership meetings from key parties	Service-users Service providers
Enhanced consistency in client identification	Increase in numerical data available indicating SMD within project area(s)	Service-users Service providers
Better coordination for clients and services	Increase in SMD referrals to Surrey MEAM coordinator(s) and a reduction in repeated use of existing services	Service-users Service providers Emergency services
Improved shared decision-making and inter-professional cooperation	Reduction in avoidable emergency department attendance, police and ambulance on-scene waiting times	Service-users Emergency and acute sector services
Improved tasking to incidents necessitating both a police and ambulance response	Reduction in job cycle times and the number of emergency resources assigned to joint incidents	Service-users Emergency and acute sector services
Improved assessment and use of alternative care pathways	Reduction in unnecessary emergency department attendances; Increase in use of alternative resources, e.g. wider-urgent care provision	Service-users Emergency and acute sector services
Improved relationship between operational / tactical police and ambulance service staff	Reduction in untoward incidents relating to on-scene wait times; Reduction in reports via police issues log; Positive qualitative feedback	Emergency services

Milestone (Target completion)	Start out	Define and scope	Measure and understand	Design and plan	Pilot and implement	Sustain and share
Co-ordinator role(s)	August 2018	September 2018	November 2018	March 2019	August 2019	September 2020
Joint Response pilot	August 2018	September 2018	October 2018	December 2019	May 2019	TBC



Project team	Role	Time commitment
Matt Webb	Project Lead / Darzi Fellow; Health Education England (HEKSS)	0.6 FTE
Amy Morgan	Policy and Programme Manager; SCC Health and Social Care Integration Team	0.4 FTE
Lee Sawkins	Mental Health Lead; Surrey Police	As required
Amy McLeod	Surrey Safeguarding Adults Board Manager; SCC Adult Social Care	As required
Phil Austen-Reed	Principal Health & Wellbeing Lead; SCC Health and Social Care Integration Team	As required
Craig Jones	Policy and Commissioning Lead; Office of the Police and Crime Commissioner	As required

Additional resource requirements:

Alternative Care work stream:

- Minimal at this stage. The project team will need to explore and consider joint funding options for the Surrey MEAM coordinator role(s).

Acute Care work stream:

- The Standard Operating Procedure and Memorandum of Understanding between Surrey Police and South East Coast Ambulance Service (SECAmb) will outline resourcing requirements for the Joint Response pilot(s).

Additional information:

Mr Gavin Stephens is the principal Executive Sponsor, based within the host organisation, Surrey Police.

There are two additional project sponsors:

- David Munro - Police and Crime Commissioner for Surrey, Office of the Police and Crime Commissioner for Surrey
- Helen Atkinson - Executive Director for Health, Wellbeing and Integration, Surrey County Council

This project has further strategic sponsorship from South East Coast Ambulance Service NHS Foundation Trust.

Matt Webb will oversee the Acute Care work-stream, ending in May 2019 and the Surrey MEAM coordinator development until spring 2019, at which point Amy Morgan (Surrey County Council) will assume responsibility for Programme Management.

The joint response pilot will be delivered in Guildford only. The SECAmb Operations Management Team is no longer able to support a Joint Response pilot within Redhill/Eastern Division at this time but this position will be reviewed in December 2018.

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