

INCLUSIVE EDINBURGH – a transformational review

A wide-ranging review to improve services for people with complex needs is being initiated in Edinburgh. The 'Inclusive Edinburgh' review will examine the combined services delivered by Council services, statutory partners and voluntary organisations to this vulnerable group of people who often live chaotic lifestyles and are affected by issues including substance misuse, mental and physical ill-health, homelessness and domestic abuse.

'Inclusive Edinburgh' is our response to the recommendations of the Mental Welfare Commission for Scotland report, 'Not My Problem', which looked at the care of Mr G in October 2007.

Improved outcomes – effective integration of resources

The Mental Welfare Commission report highlights how people with complex and multiple needs may be seen as too much of a risk for community-based services. Prison, police cells, hospital or longer term care are often seen as alternatives. However, people with high support needs may fail to meet the eligibility criteria for community or institutional care, or housing.

Supporting studies show that there is no shortage of additional specialist resources. However, a lack of effective integration and deployment of these resources can lead to poorer outcomes for individuals, their families and the communities in which they live. Services can also be disconnected and there is confusion among staff about eligibility criteria, assessment procedures and constant changes to service aims and objectives.

Without an appropriate response from public services, people with high support needs can struggle and are at risk of falling through the gaps between services.

'Inclusive Edinburgh' aims to achieve a more co-ordinated response by all of the recovery-oriented services offering accommodation, care, support and protection to people with complex needs.

Recovery-oriented services – a new pathway of care

These services are provided by the three Council departments involved in service delivery: Children and Families, Services for Communities and Health and Social Care, in partnership with NHS Lothian, Police Scotland, the Scottish Fire Services and the voluntary sector.

The 'Inclusive Edinburgh' review will inform the development of a model for a new pathway of care to be delivered in conjunction with partners, which is:

- based on consultation with service users and carers
- assertive in engaging those most in need
- robust in terms of a holistic partnership response
- effective through the use of evidence-based interventions

- safe, by engaging all of the resources in public protection.

The review will also consider the untapped potential of neighbourhood resources.

The intention of the review and subsequent redesign is to ensure that services for people with complex lives and multiple needs are more effective, so that people:

- experience improved health and wellbeing, including improved mental health, reduced substance misuse and levels of self harm, and reduction in the need for children to be looked after
- live safer lives in their families and communities, through effective risk management and evidence-based interventions
- break the cycle of offending sometimes associated with this lifestyle
- access necessary support to live fulfilling lives.

Building on existing initiatives

This is a considerable undertaking and will require time to plan, consult and redesign. A full project management approach to address the complexity of all the inter-related parts is proposed. This will build on existing initiatives, such as Total Neighbourhood and Total Craigroyston.

A project manager will be appointed to oversee the 'Inclusive Edinburgh' review, with the following remit:

- review the level of provision and identify gaps
- assess the quality and effectiveness of services
- engage service users and carers, families and communities, learning from those with lived experience
- link work in public protection to other work streams, including child and adult protection, 'Choose Life', Total Craigroyston and Total Neighbourhood
- work with partners to develop and implement effective responses, services and use of resources in relation to multiple and complex needs
- integrate suicide prevention strategies and awareness raising into policy and practice and training programmes
- develop a consultation plan.

Review governance

A programme board will be established to govern the project. The board will include membership from all Council service areas and partner agencies/sectors.

A report recommending a new way of responding to people with complex lives and multiple needs will be developed for 2015.