

**From:** North East, BIG [mailto:BIGNorthEast@biglotteryfund.org.uk]  
**Sent:** 20 July 2012 15:51  
**To:** CUNNINGHAM, Alex  
**Subject:** £100 million for people with multiple and complex needs

Dear Alex

**Fulfilling lives: Big Lottery Fund announces £100 million to turn around the lives of people with multiple and complex needs.**  
**Strictly embargoed: Monday 23 July**

The Big Lottery Fund (BIG) is announcing a major new £100 million investment to support people with complex needs.

It is estimated that there are 60,000 adults with multiple and complex needs in England. The social and economic cost of this group of people is disproportionate to its size and in relation to other people and communities in need. By finding joined up solutions to addressing these needs we will improve lives and at the same time demonstrate the economic value.

In England BIG has worked hard to understand the value it can add to this area of deep and quite entrenched need and has developed this investment in partnership with other funders and agencies working and leading in this field. Most importantly we have also taken the time to understand and learn firsthand what happens to people with multiple challenges, such as homelessness, reoffending, substance misuse and mental ill health accessing services at a local level.

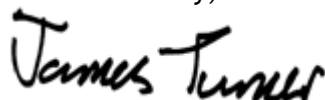
We believe BIG can add significant value in this area of need. Fulfilling Lives is a long-term and significant investment over 8 years; it is structured to provide evidence of the social and financial benefits of tackling the most complex needs. We want to be able to support those most in need by ensuring that the personal, family, community and wider public cost of people with multiple and complex needs can be stemmed and for lives to be turned around for good.

We will make a small number of significant investments in areas with well-evidenced needs, through organisations with an appropriate track record that can take on the challenge of service redesign. BIG's funding will be routed through the voluntary community sector in each of these areas, however, effective cross sector partnership will be critical and a requirement for the success of the investment. I am pleased to announce that **Tees Valley** has been selected as an area, focusing on **Stockton, Darlington and Middlesbrough**.

The process will still involve an assessment and the invitation does not guarantee that an area will receive funding.

I hope that you find this letter helpful. Please feel free to contact me if you would like to discuss this investment further as the area in question begins to develop its response.

Yours sincerely,



James Turner  
Head of Region

# MULTIPLE AND COMPLEX NEEDS

## Fulfilling lives: supporting people with multiple and complex needs

Facts about this funding programme

Areas	Application open/close dates	Minimum / maximum grants	Total available
England	23 July 2012 - See programme details	£4 million - £10 million	up to £100 million

## Summary

It is estimated that there are 60,000 adults at any one time facing multiple and complex needs in England. They are more likely to experience homelessness, end up in the criminal justice system, to have poor mental health and to require emergency medical care. The complex needs they have, such as drug or alcohol abuse and mental health issues, are often made worse by living on the streets or in insecure accommodation.

The Big Lottery Fund is launching an investment of up to £100 million to improve the lives of people with multiple and complex needs, by enabling better blended services. It aims to showcase and evidence more effective and efficient ways of organising and delivering services.

Jodie, 30, from Manchester talks about her mental health and addiction issues and her experiences of disjointed services. She has now found support from Turning Point a service that focuses on drugs and alcohol and a staff team that make links with other support services.

### Focus and outcomes.

Our focus is on people with complex needs who are experiencing at least two of the following: homelessness, reoffending, problematic substance misuse and mental ill health. These may be complicated by a range of other issues.

We want organisations to work in partnership to develop locally owned solutions that bring about the following outcomes:

**For the individual:** People with multiple and complex needs are able to better manage their lives through access to person centred and co-ordinated services.

**For services:** Services are more tailored and better connected and will empower users to take full part in effective service design and delivery.

**Learning:** Shared learning and the improved measurement of outcomes for people with multiple and complex needs will demonstrate the impact of service models to key stakeholders (a strong action learning element will feature, to demonstrate the impact of this approach and influence practice and 'system' design)

## Funding

We will make grants of between £4 million to £10 million in up to 15 selected areas for a portfolio of activities lasting between five and eight years. The amount we award to each of our target areas will depend on the plans submitted to us. We may decide not to invest in an area at all if the proposals do not meet our outcomes.

We will make some funding (up to £50,000) available to help with the development of detailed business plans once we have assessed the initial proposals and made an 'in-principle' award.

### Am I eligible?

Our funds are limited and we want to focus our investment to help make a deep and lasting impact. We also want this funding to be used to test a variety of approaches in a range of areas and provide learning about what works, for whom and why. To do this, we're targeting our funding in up to 15 areas across England.

The selected areas are;

- |  |                                      |
|--|--------------------------------------|
| <b>1. Birmingham</b>                                   | <b>2. Blackpool</b>                  |
| <b>3. Brighton &amp; Hove, Eastbourne and Hastings</b> | <b>4. Bristol</b>                    |
| <b>5. Camden &amp; Islington</b>                       | <b>6. Great Yarmouth</b>             |
| <b>7. Lambeth, Southwark &amp; Lewisham</b>            | <b>8. Liverpool</b>                  |
| <b>9. Manchester</b>                                   | <b>10. Newcastle &amp; Gateshead</b> |
| <b>11. Nottingham</b>                                  | <b>12. Plymouth</b>                  |
| <b>13. Stoke on Trent</b>                              | <b>14. Tees Valley</b>               |
| <b>15. West Yorkshire sub region</b>                   |                                      |

We've taken a range of considerations and the advice of stakeholders into account when deciding where to target. We expect local partnerships to use their own knowledge and research to further refine the target areas and to ensure they reach the people with the most entrenched needs. We are not running an open application process for this investment; instead we will be working with organisations to develop a partnership in each of the targeted areas in England. As a minimum, each partnership must be Voluntary and Community Sector (VCS) led and include statutory representation. People experiencing multiple and complex needs should also be represented.

We will only accept one application from a cross sector partnership in each of the 15 target area.

### How do you get involved?

BIG has already held a prelaunch event in each of the 15 target areas. We invited organisations that have experience and expertise in working with people with multiple and complex needs in that locality to discuss how they can work together to apply for the funding. If you have expertise in this area and would like to be involved in these conversations please contact us using the email address [multiple.needs@biglotteryfund.org.uk](mailto:multiple.needs@biglotteryfund.org.uk) and we will pass your contact details onto those organisations that expressed an interest in supporting the development of the local partnership in each area.

## Next Steps

<b>August 2012</b>	Local organisations start to develop partnerships and identify organisations to be involved.
<b>September 2012</b>	Each local area tells BIG who the lead partner will be and receive a copy of the application form. Partnerships begin to develop their application for funding.
<b>17 December 2012</b>	Deadline for submitting application that sets out the vision for change.
<b>March 2013</b>	We make decisions on funding and award development funding of up to £50,000 to partnerships whose projects we want to fund.
<b>September 2013</b>	Deadline of submission of business plans for years one and two
<b>By December 2013</b>	We review and approve the business plan for years one and two. Partnerships begin to deliver projects.
<b>2014-2021</b>	Partnerships deliver projects and submit project plans at two year intervals. We review business plans, project performance and exit strategies periodically throughout delivery.

## Questions and answers

1. [What is meant by multiple and complex needs?](#)

2. [Who can apply?](#)

3. [What are the grants for?](#)

4. [How were the target areas chosen?](#)

5. [Who can I contact for more information?](#)

1. **What is meant by multiple and complex needs?**

For this investment we have defined people with multiple and complex needs as individuals who experience at least two of the following: homelessness, reoffending, problematic substance misuse and mental ill health.

2. **Who can apply?**

We will accept one application from a partnership of organisations in each of the 15 areas that we are targeting.

We want partnerships to use available evidence and their local knowledge to reach the people with the most entrenched needs and to help them to lead better lives.

As a minimum, each partnership must be Voluntary and Community Sector (VCS) led and include local authority representation. People experiencing multiple and complex needs need to be genuinely involved throughout the design and delivery of each project.

We define Voluntary and Community Sector organisations as: “Organisations that are independent from the state, with a motivation derived from values and social purposes rather than the pursuit of profit, and the re-investment of surpluses principally in pursuit of these values rather than for private distribution”.

### **3. What are the grants for?**

The grants will be for a partnership of local organisations, working together to improve services for people with multiple and complex needs, so that services are more coordinated, targeted at those with the most entrenched needs and focused on the specific needs of each person.

The grants will also allow partnerships to collect data and learning about their approaches to feed into a wider study of what works in supporting people with multiple and complex needs, in order to influence future policy and practice in this work.

### **4. How were the target areas chosen?**

We want to use this investment to learn about what works for people with multiple and complex needs. We are therefore making large grants available over long periods of time. Our funds are limited and we cannot support every area of England. Some areas that are not on our list will also contain high numbers of people experiencing multiple and complex needs. This investment is intended to help those most in need, but our targeting also takes into account other factors.

We based our initial targeting decisions on a range of data from a number of different sources (such as statistics on homelessness and offending). We used a range of sources because data on people experiencing multiple and complex needs is not collected systematically across England.

To supplement this we spoke to local and national stakeholders and considered a range of geographical characteristics which will enable us to learn from a range of different approaches.

Areas that we are not targeting under this investment will still be able to apply for other funding from BIG for similar projects through our Reaching Communities strand.

### **5. Who can I contact for more information?**

BIG has already held a prelaunch event in each of the 15 target areas. We invited organisations that have experience and expertise in working with people with multiple and complex needs in that locality to discuss how they can work together to apply for the funding. If you would like to be involved in these conversations please contact us using the email address [multiple.needs@biglotteryfund.org.uk](mailto:multiple.needs@biglotteryfund.org.uk) and we will pass your contact details onto those organisations that expressed an interest in supporting the development of the local partnership.