

## System P Complex Lives

### Knowsley Community of Practice Report



### A partnership between Place, System P and VCFSE



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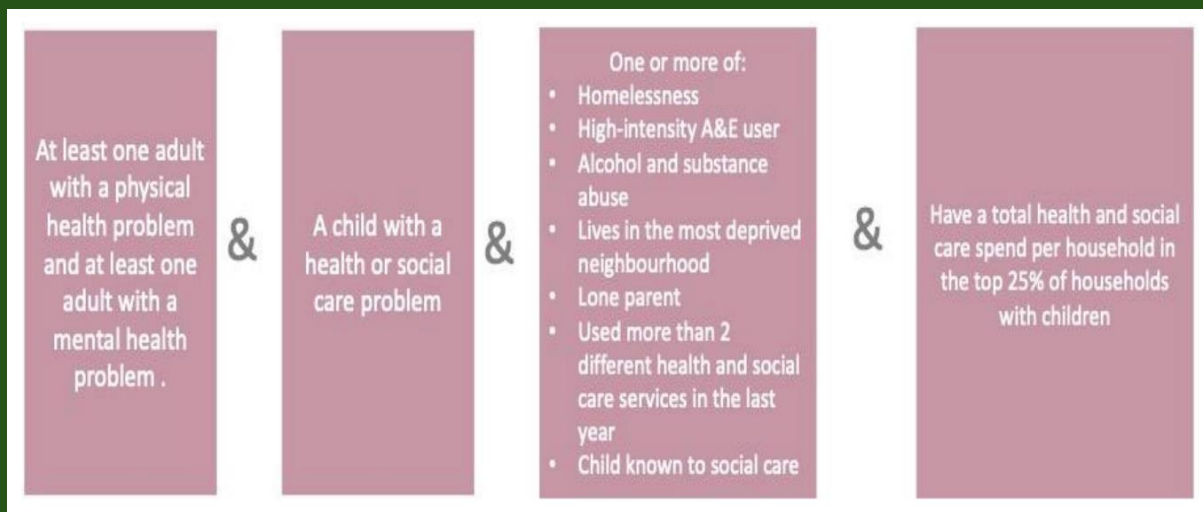
## System P – Complex Lives

System P is a Cheshire and Merseyside ICS funded programme, established in September 2021, to take a predictive, preventative, precise approach to population, patient, and person health in Place, supported by joined up data and intelligence.

System P utilises “Bridges to Health Segmentation” model as endorsed by NHS England. With focus on improved co-ordination of population cohorts, defined by categorisation of health status, health care needs and priorities. With belief that improved co-ordination of repeated cycles through the health and social care system, relatively small cohorts can increase derived benefit whilst whole system efficiencies can be improved.

Through the secondment arrangements of VS6 and CWIP, discussions commenced early in 2023 specific to the defined cohort of Complex Lives on the basis of the Voluntary, Community, Faith and Social Enterprise Sector (VCFSE) being a system partner often furthest away from informing and accessing data and intelligence to realise a joined-up approach.

For the partnership, a focus on households with Complex Lives was agreed with definition being:



The Aims and objectives of the partnership programme:

1. Initial exploration and clarification of those organisations supporting individuals or families within the Complex Lives cohort within the place. Understanding the nature of their service offer, their key relationships and interfaces both within the sector and with broader health and care partners
2. Spending time raising awareness and generating local interest in developing a Community of Practice (CoP) model for Complex Lives. Facilitating sector and systems to meet up with the delivery of a place event as a starting point
3. Creation of an ongoing Community of Practice model at place for Complex Lives with a flexible and responsive agenda, as deemed most appropriate by its membership

4. Connect the CoP into the Place governance arrangements for health and care and ensure an ongoing dialogue and mutually responsive and supportive approach
5. Feed into the C&M overarching Complex Lives CoP which brings together all 9 places to share best practice, learning, tools, materials, expertise etc. Link into the overarching governance at ICS where appropriate also.

## **Knowsley**

In Knowsley, there are 19186 households with children, of which 1547 have complex lives. These households with complex lives included 6301 people ( 2847 children and 3454 adults). This 8 % of families accounted for 33 % of health and social care costs for families with children. This was £ 20 million in total.

One Knowsley mobilised a Community of Practice (CoP) in the Northwood ward in Kirkby with the aim to bring VCFSE closer to the strategic priorities of health transformation in the locality. Northwood has the highest levels of multiple deprivation and health inequalities within the borough. This approach involved bringing together VCFSE who provide a plethora of interventions that are known/identified as supporting complex families. Further One Knowsley worked with Health, KMBC and Wingate GP practice and through it's social prescribing service in the area to identify opportunities to reach complex households and support the VCFSE offer in this area.

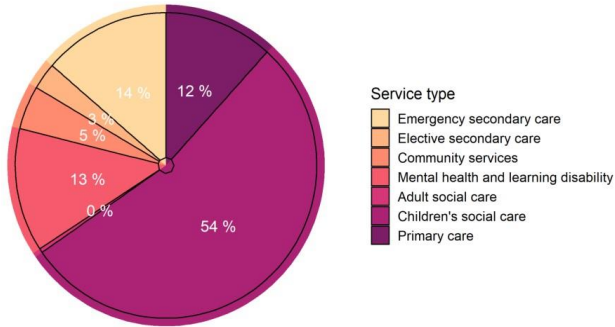
The CoP fed into the community engagement plan led by NHS Knowsley for this ward, and through the Knowsley Healthier Together Board and Knowsley Children and Families Partnership. The CoP engaged with the family hub model for this locality.

Aims and Objectives of the Complex Lives programme in Knowsley:

- manage the process and lead engagement and participation in the CoP across VCFSE relationships and via statutory relationships.
- to capture learning with attention to key enablers of digital and data and referral pathways
- to present findings at Place level
- gather a minimum of 15 qualitative stories through structured interviews with their beneficiaries.

The CEO of One Knowsley and System P Programme Director ICS attended the Knowsley Healthier Together Board on 9<sup>th</sup> May 2023 to socialise the Knowsley Complex Lives programme to strategic partners and secure partner support. Full endorsement and support was secured as was an agreement for focus on the Knowsley Healthier Together priority of Northwood ward in the borough.

## Service use - share of spend on complex households by service type



54% of spend in scope was associated with children's social care

### For every 100 Children...

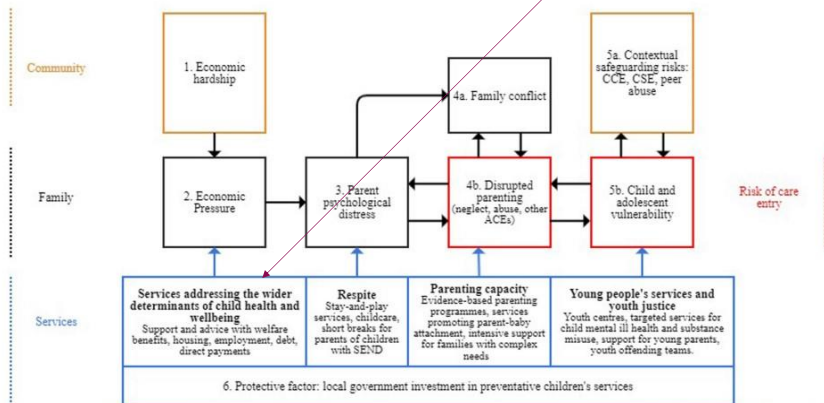


211 Looked After Children in total across Knowsley Complex Households

## Complex Lives – Risk Factors for Children Looked After

Preventing trajectories into care

If we are going to empower and support these families more effectively, and prevent children becoming looked after, we must have a much stronger focus on broader determinant issues.



Mechanisms for the impact of Children's Services prevention spend on the risk of children becoming looked after.

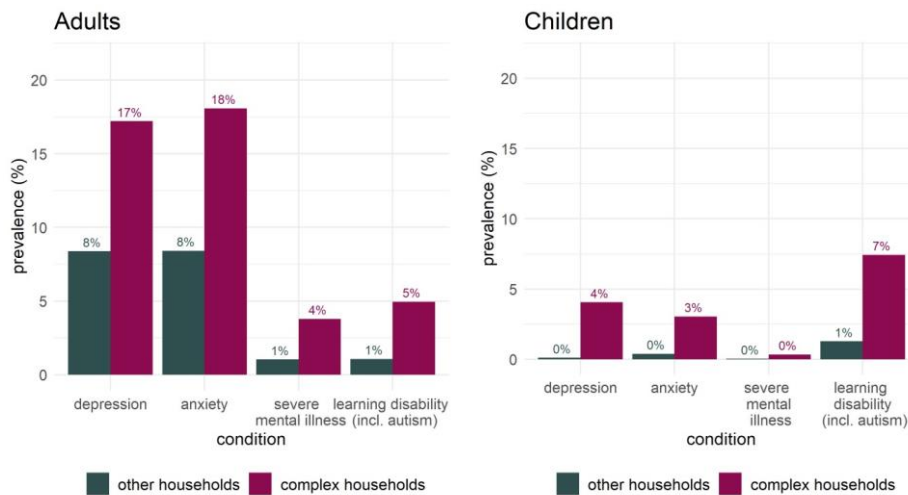
### Area of Focus for Knowsley : Northwood

Aims and objectives for Complex Lives CoP aligned to Northwood Project and priorities:

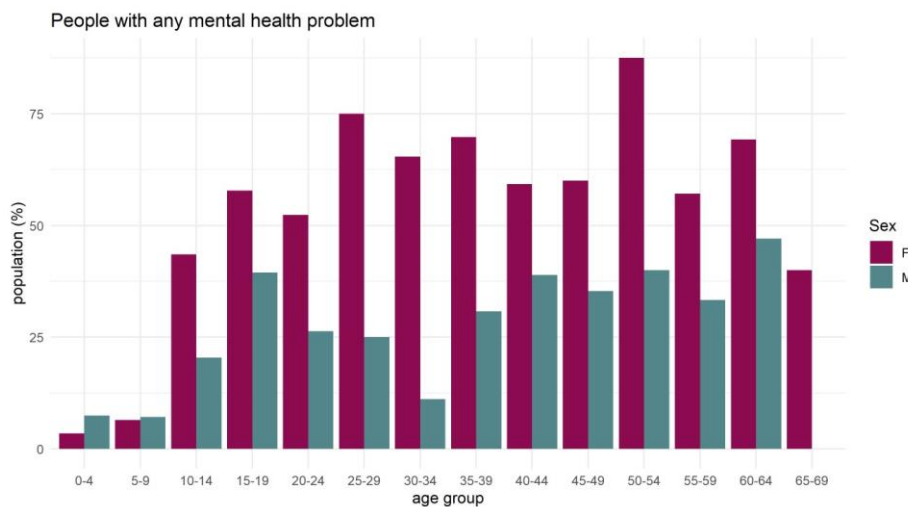
# 1: Development of an algorithm to identify a cohort – likely to be young women with children, recently diagnosed with a mental health issue (evidence highlights this as a priority group)

Developed with key findings presented to the Northwood Together Task Group for discussion and next steps.

## Mental health conditions and learning disabilities

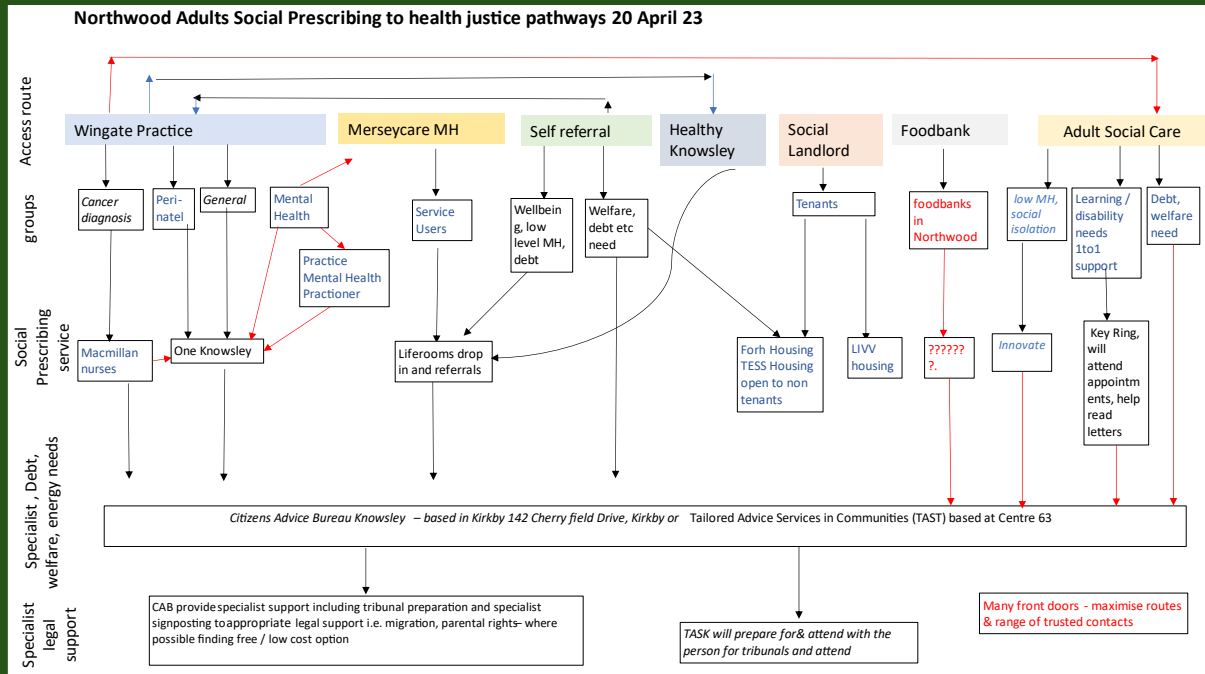


## Age and gender of people with mental health problems in complex households



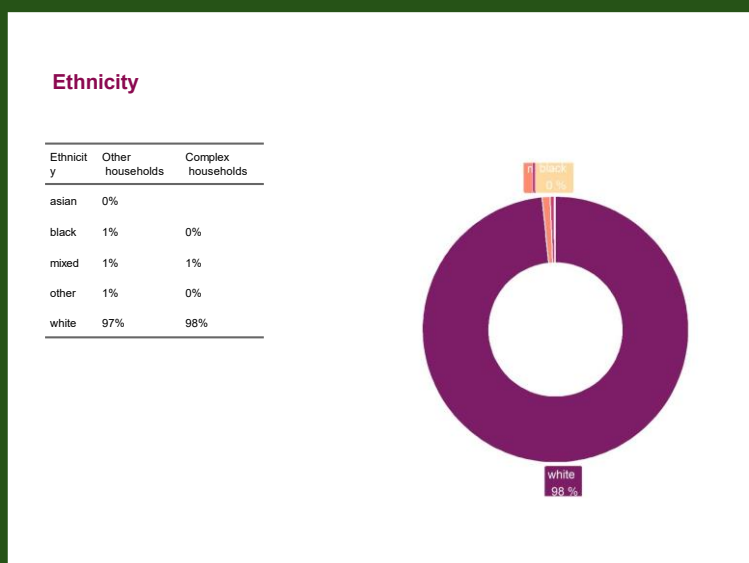
## 2: Social Prescribers based in primary care will be able to proactively reach out to engage those who would most benefit from a less medical model of care

In development. Initial scoping of the pathways for social prescribing are being further developed alongside the Northwood Together Project.



## 3: Working with Wingate practice to explore this opportunity further.

Analysis of Complex Lives data, building on the Perinatal mental health work to date within Kirkby and the work of Northwood Together, has resulted in a deeper analysis of most marginalised within the Complex Lives Cohort. A pro-active approach to identify and engage this cohort is now commencing through practice / patient population data.



## Background – Northwood Project

Northwood Project is a partnership approach led by the Knowsley Healthier Together Board. An asset-based community development project, to develop a place-based approach to addressing health inequalities in the most deprived ward within the borough of Knowsley. One Knowsley is a member of the Knowsley Healthier Together Board, led by NHS Knowsley Cheshire and Merseyside ICB alongside partners across health, public health, and the local authority.

The purpose of the programme is to:

*Create a targeted approach to population health to narrow the gap in health outcomes between Northwood and Knowsley borough, to address wider determinants of health, promote preventative interventions and improve uptake of services and efficient use of resource to reduce health inequalities within the borough.*

The programme aims to be community led within the commitment to an asset-based development approach. The programme is a multistakeholder commitment to identify, respond to and advance local priorities as identified by the local community.

## Northwood and System P Complex Lives

In Knowsley there were 161359 people registered with a GP in 2021. Of these we have analysed 161344 people registered with practices having data sharing agreements. Thus, this analysis is based on 99.99 % of the registered GP population.

In Knowsley, ward of Northwood\* there were 1580 households with children, of which 156 had complex needs. These households with complex needs included 639 people ( 296 children and 343 adults). This 10 % of families accounted for 34 % of health and social care costs for families with children in Northwood alone. This was £ 2 million in total.

\* Ward defined as set of 7 LSOAs (Lower layer Super Output Areas) to lookup table of lsoa(2011) to ward(2018), downloadable at

<https://geoportal.statistics.gov.uk/datasets/ons:lower-layer-super-output-area-2011-to-ward-2018-lookup-in-england-and-wales-v3-1/explore>

	lsoa	ward	la
1:	E01006494	Northwood	Knowsley
2:	E01006434	Northwood	Knowsley
3:	E01006436	Northwood	Knowsley
4:	E01006437	Northwood	Knowsley
5:	E01006446	Northwood	Knowsley
6:	E01006447	Northwood	Knowsley
7:	E01006448	Northwood	Knowsley

## Background – Northwood Mums Together

In 2020 through the pandemic, One Knowsley and Social Prescribers delivered a holiday enrichment activity within Kirkby to identify and deliver arts and culture packs as part of the Borough of Culture endeavours. This project aligned to One Knowsley's mobilisation of VCFSE during the summer period of school holidays to pro-actively

reach and support free school meal students to provide food and enrichment activities. During this period increasingly mums mental health was identified as a risk through the many doorstep conversations being undertaken by the Social Prescribing team. During the pandemic recovery, One Knowsley identified an increasing number of Social Prescriptions for women, with commonalities of mental health and social isolation. Through community organising One Knowsley and Kirkby PCN commenced bringing the women together to form a new group of peer support.

The Knowsley Mum's Group started in the January of 2021. The project aim was to improve confidence and emotional and financial independence. Sessions are run by the Social Prescribing Service led by the Team Leader. The groups and sessions are built on a foundation of 'what matters to you' and collaboration. There have been several consultation sessions to further develop this with the group participants, from the very beginning the commitment has been to an asset-based community led group setting.

The foundation for the group has been built on collaboration. The group have been key partners from the very beginning and there have been several opportunities for the participants to communicate, particularly on areas such as what they want to see at the group in the future and what is relevant to them as a community. It is crucial that the group belongs to the mums, that ownership and the ability to influence the space remains. We look at what's working, what's not working and what we can do better. Connectivity to wider developments within Northwood has been a key aspiration for the group.

Knowsley Mum's sessions are held weekly at Northwood Primary School, directly after school runs for convenience and providing a known safe space for the mums to come together. The school provide room and refreshments, (*free of charge*), and they remain a continuous supportive partner. The school have previously provided assistance to parents in the form of fuel and supermarket vouchers, One Knowsley established a direct link with the Fuel Foundation to provide emergency fuel support along with help and advice around energy saving, the need for the school to provide this has reduced. Another example of the success of the collaborative work is the support the project has provided to the pastoral lead at the school. Families have been supported with projects such as furniture poverty referrals, resulting in 15 beds and bedding packs being delivered. Referrals to the local social supermarket have reduced dependence on free food parcels and foodbanks, providing a more sustainable and dignified option for the families in the cost of living crisis.

The group have been supported to access local provisions including the Living Well bus that based itself at the school. For some of the group members it had been several years since their last health check. They have highlighted issues with GP access as one of the causes of this, along with their own challenges with emotional wellbeing and chronic anxiety. Without local access to the Living Well bus, these women would not have access to much needed health checks which include, blood pressure, pulse, cholesterol, blood glucose and BMI checks. And where needed, direct referrals to talking therapies. One Knowsley were instrumental in ensuring the Living Well bus attended the site by initiating action via the Northwood Project Task Group.



There are several challenges these women face that resonate with the agreed definitions of the Complex Lives cohort these include:

- Finances
- Literacy (*reading and writing*)
- Digital exclusion
- Poor mental health
- Physical illness
- Heavy reliance of health and social care systems
- Legal matters
- Historical issues with police and other statutory bodies
- Gang violence and related issues.



The Knowsley Mum’s and One Knowsley empower and lift the women of Northwood on a weekly basis. Working on aims such as confidence building and self-esteem. The group is nearing the end of the process of becoming constituted, with the support of the One Knowsley team. The group offers participants a form of community Social Prescribing.

This has created a sense of trust within the group of their own abilities to self support and a direct link to connect with health care services and VCFSE support in a pro-active approach, this project has bridged the gap between the statutory services and the VCFSE community.

Some of the group’s achievements:

- Improved self confidence
- Improved digital literacy.
- Introduction to British Sign Language
- Consultation with Council around green spaces regeneration
- Involvement in the Northwood Project
- Dentistry registration for all children of parents in the group
- First Aid Qualification

- Safeguarding qualification
- Mental health first aid for youth
- Improved relationship with pastoral workers in school
- 2 members of the group are now in part time work
- Better understanding of the Special Education Needs Coordinator role in school and pathways of support available
- Links with the family connectors in the local community.
- Understanding of Social Prescribing Service available to them

The feedback from the group has been excellent. Some of the participants were overwhelmed with their own achievement. For a number of the mums that attend the group, gaining a certificate/qualification was their first qualification. Some were moved to tears. ***"I don't know where I would be without the group, it's the thing I look forward to the most each week!"***

### **Northwood Complex Lives CoP**

The CoP for VCFSE and key stakeholders in Northwood was mobilised through and around the work of Northwood Mums Together. Through the Northwood Mums project connectivity to VCFSE by One Knowsley in a co-ordinated way to avoid duplication of efforts was evidenced. Further the project identified the barriers to whole system engagement with groups such as the Northwood Mums Together with a key barrier of trust of public services cited.

System P was introduced to the VCFSE organisations during a community of practice (CoP) event held at One Knowsley's offices at Court Hey Park in Huyton, Knowsley.

Membership of the Community of Practice was framed around the plethora of organisations actively connected via the Knowsley Mums Project Complex Lives cohort

- VCFSE - Evolving Mindset – 3 qualifications
- VCFSE - Fuel Foundation – 30+ fuel vouchers and heated blankets
- VCFSE - Trussel Trust – Food parcels
- VCFSE - Big Help – Food parcels
- VCFSE - Peoples produce – Food parcels
- Housing - Livv Housing – consultation event
- VCFSE - Kirkby Christmas Present project – Christmas presents
- VCFSE - Cash for kids Christmas appeal – Christmas presents
- VCFSE - Knowsley Face – Introduction to qualifications
- NHS - Healthy Knowsley – Healthy eating for kids
- NHS - Smoking Cessation service – services introduction
- VCFSE - Right to Succeed – Youth programme
- VCFSE - Mindset Matters- Exercise session
- NHS - Live Well bus – Health checks
- VCFSE - CGL – Alcohol and substance misuse service provider

- VCFSE - Washee coaching – Body confidence session
- Volair
- Healthwatch – Dentist connections and support with Health access issues (secondary care)
- VCFSE - Kirkby Christian Fellowship – Youth club and Christmas provision
- VCFSE - Centre 63 – Service offer and healthy eating course discussion
- VCFSE - Cells – Service offer workshop for youth diversionary, criminal justice services
- KMBC - Knowsley Family connectors – Working with participants 121 as part of Family Hub offer
- NHS - Cancer alliance – What is available and cancer conversations
- NHS - Cancer nurses – Self check
- NHS - Primary care consultation – what can we do better
- VCFSE - CAB – Finance and debt
- Northwood Project – consultation session

The CoP considered the real-life experience of Knowsley Mums Together as a cohort supported to engage with a plethora of VCFSE and primary/secondary early interventions and a wider prevention agenda. Terminology of a Complex Lives cohort was discussed and agreed as:

- Are frequent users of statutory and medical services (*examples, Crisis Resolution Team, Home Treatment Service and Community Mental Health Team*)
- Have several diagnoses of medical and mental health conditions within their households.
- Have generations of social care involvement

Consensus was gained that a cohort such as Knowsley Mums Together are reflective of VCFSE interventions on a daily basis, however lack of connectivity to wider community interventions and system partners is a barrier to success of community led interventions. An ask was made of One Knowsley to act as a conduit to drive forward connectivity between VCFSE, the CoP and System P Complex Lives.

#### Key findings for VCFSE within the CoP

- These people are our community.
- System P is here to enable change, a change in which we're all working towards.
- System P will enable us to obtain much need provisions (financial backing is very limited at present) to the right people at the right time. With the aim to extend the quality of the lives of the people living within our borough.
- System P is here to improve population health.
- One Knowsley are the conduit within the borough that can make System P and its purposes accessible but also ensure the System P and the results from the project are fed back and into the community groups which will benefit the most

from the information. As the third sector infrastructure body we have the unique perspective to be able to do this successfully.

From discussions it was recognised that in the current operating climate VCFSE organisations are being asked to do more with less, whether that is across health or otherwise. There was a sense that the System P Complex Lives programme is giving back to the VCFSE sector, it will allow them to use the unique collaboration of data from primary and secondary care to further the work they are already doing. The connections and links that Social Prescribing and One Knowsley cultivate through all aspects of their work are imperative to improving the lives of the community in which we work. Some of the feedback from this engagement session was:

- ‘Complex lives’ as a term isn’t a term that members of the CoP like, they feel that this is negative and derogatory. The feed back is that every one’s life is ‘Complex’ and a less negative term should be found moving forward.
- The sector is concerned that by the time the data is shared with them it will be out of date.

Opportunities identified by the CoP through engagement with System P Complex Lives data and intelligence:

- Ability to consider the complexity of the individuals presenting within VCFSE settings and continue to develop appropriate pathways between VCFSE and health and care systems in order to respond
- Access to information that comes from programme and its algorithms including Primary Care and Secondary Care data to identify and target those most marginalised within Complex Lives cohorts eg BAME
- Opportunities to feed into the programme, with motivations of the prospect of being able to use the data that the programme produces to enhance any future work and bids.
- Opportunity for the CoP given the cross sector membership to continue to work together within a system leadership change project aligned to Complex Lives

Challenges identified:

- Considerations of safeguarding protocols that underpin pathways across the system
- Importance of how qualitative data from VCFSE is recognised (insight) and can be fed into a data and intelligence base
- Considerations of GDPR and information governance

Next Steps:

- System P is now an agenda item within Northwood Task Group – a multiagency approach to driving forward Northwood Together

- CoP to continue to convene as a multi-agency group to build connectivity between VCFSE and for VCFSE with public sector services.
- Pathways to be identified and developed.
- Updates in System P data to be shared in a timely manner.
- Sector insight requires additional work and support to complement System P data and intelligence.
- Wingate practice, the CEO of One Knowsley and Director for the System P programme are now working on a targeted data driven approach to supporting BAME patient population identified by the System P programme. Information Governance workstream is in flow.
- Further scoping of next steps will take place via the Knowsley Healthier Together Board who endorsed the programmes approach within the borough.