

Team Around Me

A model for multi-agency working for and with people experiencing multiple disadvantage

- **Strengths based** 
- **Co-produced** 
- **Trauma informed** 
- **Systems focused** 

Information for commissioners and system leaders

1. What is Team Around Me?

Team Around Me (TAM) is a model for holding case conferences or multi-agency meetings for people experiencing multiple disadvantage, placing the person at the centre of their own support. The TAM structure can be applied to any meeting where professionals need to collaborate to support someone with care and/or support needs. These meetings are known by several names such as multi-agency meetings, case conferences, professional meetings, or MDT meetings, and they often lack consistent structures or agendas. TAM offers a clear, consistent, strengths-based, trauma-informed, and co-produced approach to holding any of these meetings under any circumstances.

TAM meetings extend beyond focusing solely on individuals. They provide a framework to guide attendees through an inquisitive, inquiry-based approach to addressing problems and challenges. This process always leads to actionable outcomes—either specific actions for professionals or services to implement solutions or adjustments within systems where possible. In cases where a problem is too complex or systemic to be resolved during the meeting, the action is to document and communicate it, aggregating it for system leaders to highlight the need for further change.

2. Why Team Around Me?

Research, lived experience, and service encounters all underscore the necessity of embracing a 'whole systems' approach to effectively support people experiencing multiple disadvantage. This approach recognises that expecting people to navigate a wide range of disconnected services, each with its own mandates, policies, and targets, is ineffective. While "effective multi-agency working" is mandated for all commissioned services working with this client group, the absence of practical, agreed-upon approaches can lead to duplicated or incomplete work, disagreements among services regarding ownership of actions and risk management, and ultimately, the marginalisation of service users, diminishing their voice and agency.

TAM offers a straightforward, clear, and efficient framework for developing and implementing multi-agency plans that put the client at the centre. TAM also helps to turn the challenges and barriers faced by services into useful data. This data, in turn, informs changes to service design and guides funding and commissioning decisions.

3. What are the aims of the Team Around Me approach?

Team Around Me has three main aims:

- To put the person in the centre of their support and ensure that their personally identified goals and challenges are central to any actions being agreed and taken.
- To improve multi-agency working between different services by ensuring goals are shared, each service is clear on what action they should be taking, and any challenges and risks are discussed and managed collaboratively.
- To enable services to gather data on service level and systemic issues that affect the people they support, so they can feed this data back to system or area leaders in order to evidence the need for change.

4. What is needed to establish Team Around Me in my area?

The best approach to implementing and embedding TAM is a 'whole systems' one. The long-term aim of TAM is for the experiences and voice of people experiencing multiple disadvantage to directly influence service design, delivery, and commissioning and funding decisions. In order to get TAM working effectively in an area, consider:

- Who are the partners/stakeholders across the system who should be involved?
- Are these partners already signed up to being strengths-based, trauma-informed, and co-produced in their approach?
- How will blocks and barriers be captured and collated by services?



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- How will blocks and barriers be fed 'up' to system leaders and commissioners – what will be done with this data?
- How can TAM be embedded, rather than just implemented?

If you would like further information and consultancy on how to set up, roll out, and embed TAM in your area, would like to book TAM workshops for services in your area, or require any other information, please contact **Lucy Campbell** at lcampbell@shp.org.uk.

5. Benefits of Team Around Me: Stakeholder feedback

“ It was easy to follow and allowed the client to be in control. The meeting started by acknowledging the client’s achievement and she was overwhelmed by how far she had come as she generally suffers from low self-esteem. The meeting was extremely uplifting. ”

(TAM stakeholder)

“ Massive increase in productivity, as well, for staff teams, that we’re not duplicating work, we’re not pulling in different directions. It’s really positive. ”

(TAM stakeholder)

“ I have never seen a (meeting) structure that works to identify system blockages. So, the fact that we can actually do action research as we are going on, gives us the potential to have massive long-term impact. ”

(TAM stakeholder)

The Team Around Me model was evaluated in 2022. [Full report can be view here.](#)



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