

# Table of Contents

<i>About the Author</i>	viii
Introduction: What is complexity?	1
<b>Part 1 Working with complex cases</b>	<b>19</b>
1 Understanding complex needs	21
2 Managing uncertainty, volatility, and drift	36
3 Making decisions and judgements	50
4 Building and maintaining relationships	66
5 Reflecting on practice	83
6 Working interprofessionally	102
<b>Part 2 Engaging with complex systems</b>	<b>121</b>
7 Addressing complexity in research and evaluation	123
8 Organising services to manage complexity	144
9 Developing policies for social problems	164
Conclusion: Final reflections	184
<i>References</i>	193
<i>Index</i>	217