

Commissioned Services Needs Analysis Specification Brief

2013

Final

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1.0 Background

- 1.1 Kent County Council (the Council) is the largest local authority in England covering an area of 3,500 square kilometres. It has an annual expenditure of over £1bn on goods and services and a population of 1.3m. The Council provides a wide range of personal and strategic services on behalf of its residents, operating in partnership with 12 district councils and 289 parish/town councils
- 1.2 The council commissions housing related-support services in Kent to support people aged 16 or over to live independent lives, helping them to stay in their own homes or work towards living in their own homes. This preventative work avoids homelessness, hospitalisation, or institutional care as well as reducing antisocial behaviour and reducing offending.
- 1.3 Further detail is provided in background information supplied alongside this specification.
- 1.4 If you are interested in responding to this brief, the tender opportunity will be advertised on the Kent Business Portal www.kentbusinessportal.org.uk

2.0 Aim

- 2.1 KCC has identified a need to move from the legacy commissioning position of 2003 to one which is needs-led and strategically aligned with our partners in health, social care, probation and housing.
- 2.2 Commissioned Services for Kent County Council is undertaking a Needs Analysis to inform a 3 – 5 year commissioning plan that will reshape current commissioning of housing related support to be:
 - targeted to meet present and future needs of the Kent population
 - maximise value for money.
 - focus on building a more integrated model of commissioning
 - eradicate duplication
- 2.3 Commissioned Services is commissioning research on behalf of the Supporting People Commissioning Body in order to:

- Examine existing data and performance analysis
- Provide an overview of local and national policy
- Map existing supply
- Provide an evidence base of examples of good/promising practice
- Consult widely with stakeholders
- Examine and quantify pathways in and out of services and how these can be optimised
- Examine existing service models and capture ideas for future design
- Quantify the scale and nature of needs: who are services for, what do users need, how best to meet these needs and a cost benefit analysis for each service type and client group.

2.4 The successful applicant will need to pay attention to a number of challenges, including the impact of welfare reform, potential increases in demand and the challenge of meeting the needs of an ageing population.

2.5 Similarly the analysis will need to take into account hitherto 'hidden' need from groups or services not currently identified within our commissioning e.g. ex service personnel, the need for a male refuge.

3.0 Mandatory Requirements

3.1 In order to be considered for this contract organisations or individuals who wish to be considered must demonstrate:-

- That all personnel in contact with this project must have undertaken an enhanced Criminal Records Bureau disclosure.
- Appropriate capability and experience that will include
 - Experience of working on social policy issues in the last 3 years
 - Understanding of social housing and supported housing sectors
 - Experience of being commissioned by a public body such as a local authority
 - Experience of working with vulnerable people

3.2 To be considered, organisations or individuals should submit the following:

Experience and capability	
Ethical approach	Provide 2 case studies of examples of work done in similar environments which demonstrate your ability to ensure a strict ethical approach between researcher and research participants, to include professional boundaries, confidentiality and safeguarding.
Proposed Personnel	Provide details of the qualifications skills and experience of the personnel that you intend to deliver this project. Give 2 recent and relevant examples of projects they successfully delivered.

4.0 Deliverables

- 4.1 This work will take place over the course of Spring 2013 to 31 May 2013
- 4.2 The work must include and be informed by consultation with partner agencies including the Core Strategy Group and Commissioning Body.
- 4.3 The research must be made available in formats appropriate for stakeholder audiences, tailored appropriately for stakeholder groups that include officers, elected members and service users.
- 4.4 The results must be described in a comprehensive report developed with the Commissioned Services team containing emerging research themes and options appraisal which address the following:-
- What is the level of need in the population of Kent?
 - Are current commissioned services meeting this level of need?
 - Are current referral pathways working with other commissioned provision?
 - Are current service models adequate?
 - What are the projected service user and outcomes in 3-5 Years?
 - What are the support options and cost benefits for each client/service group?
 - What are the risks associated with under/over provision?

5.0 Quality Criteria (60%)

- 5.1 Those organisation or individuals who meet the Mandatory Requirements will proceed to the award phase.
- 5.2 The individuals or organisation will be marked against the following criteria and each sub-section will be worth 30 marks:-

Strong and Demonstrable understanding of the issues and challenges of working with stakeholders and service users (30 Marks)	Give a recent example of work that you have completed that has demonstrated an understanding of the challenges of stakeholder management
	Tell about the key issues of regulatory and welfare reform that you feel will impact upon the services within the scope of this project
A rigorous and creative approach (30 Marks)	Give a relevant example of how you have created and used innovative solutions to a complex problem
	How will you ensure that you carry key stakeholders with you as you find your solutions?

6.0 Price (30%)

6.1 Applicants are asked to submit a project plan to complete the works which should include deadlines for completion and payments that will be required. Payment of the contract will be paid 20 days in arrears. The plan must show, but may not be limited to the following stages and appropriate charges shown at each stage:-

- Examine existing data and performance analysis
- Provide an overview of local and national policy
- Map existing supply

- Provide an evidence base of examples of good/promising practice
- Consult widely with stakeholders
- Examine and quantify pathways in and out of services and how these can be optimised
- Examine existing service models and capture ideas for future design
- Quantify the scale and nature of needs: who are services for, what do users need, how best to meet these needs and a cost benefit analysis for each service type and client group

6.2 The plan should clearly show any dependencies upon the council.

6.3 Please also show any other activities which are integral to the delivery of this contract and their cost

7.0 Interview (10%)

7.1 Organisations that meet the 50 marks threshold on quality and 25 marks on price will be invited for interview.

7.2 The interview is to establish

- Validation of the content of the bid
- Organisational fit

Please submit your responses to the portal, no later than midday Monday 18th March 2013.

You may submit your answers as a separate document provided that it is Microsoft Office 2007 compatible.

Queries in relation to the service specification must be raised via the 'discussion' section of the Portal. Closing date for queries will be noon Monday 18th March to allow the Authority time to formulate responses which will be issued to all participants via the Portal in order to ensure all information is shared appropriately.

Commissioned Services Needs Analysis Supporting Information

Background Information

A The commissioning of housing related support services in Kent is a partnership between Local Housing Authorities, Families Social Services, Health, Probation, service providers and service users. The Five-Year Kent Supporting People Strategy 2010-2015 set out the partnership's overall aim to deliver services that promote independence, enable people to take control over their lives, participate fully in the economic and social lives of their communities, complement services delivered by other agencies and contribute to meeting the identified and crosscutting key objectives of Supporting People which include:

- Reduction in homelessness and repeat homelessness through enabling vulnerable people to secure and sustain stable, independent housing;
- Reducing crime and anti-social behaviours;
- Reducing social exclusion and increasing community cohesion through greater levels of community involvement by currently excluded groups; and,
- Increasing access to education, training, and employment.

The current annual cost of commissioning these services is £25m, covering over 280 services and delivered by over 100 service providers.

Current service models include

- Supported accommodation e.g. extra care sheltered housing and women's refuges
- Floating Support
- Home Improvement agencies
- Community alarms

B Sample of Local and National Strategies of relevance

Primary Documents – Housing Strategies

Kent Supporting People Five-Year Strategy 2010-15
National Supporting People Strategy – Independence and Opportunity
Kent Forum Housing Strategy 2012-15
District and Borough Council Strategies
West Kent Joint Homelessness Strategy 2011-2016
East Kent Homelessness Strategy 2010-2013
Better Homes, Housing for the Third Age

Supporting Documents

East Kent Sustainable Community Strategy 2009
Sustainable Communities Strategies (West Kent Districts)
Our Health, Our Care, Our Say

Reference

Reducing Re-Offending: National Action Plan
National Health Framework: Long-Term Conditions
National Health Framework: Mental Health Strategy
National Health Framework: For Older People

C - Current Client Groups

1. Older People with Support Needs
2. Older People with Mental Health Problems
3. Frail Elderly
4. People with Mental Health Problems
5. People with Learning Disabilities
6. People with a Physical or Sensory Disability
7. Single Homeless with Support Needs
8. People with Alcohol Problems
9. People with Drug Problems
10. Offenders or at Risk of Offending
11. Young People at Risk
12. Young People Leaving Care
13. Women at Risk of Domestic Violence
14. People with HIV/AIDS
15. Homeless Families with Support Needs
16. Teenage Parents
17. Rough Sleepers
18. Travellers
19. Generic

D - Definitions

Accommodation	This kind of support is “attached” to the accommodation and the client needs to be staying in the accommodation to receive support.
Non-accommodation	This kind of support is “attached” to the client, not the property and can follow a client if they move to another address. It only lasts for as long as the client needs it. The client does not need to live in a certain address to receive the support. This type of support is typically referred to as floating support.
Community Alarm	This is an alarm service where vulnerable people can signal to a scheme manager or operator that they need help or assistance.
Housing Related Support	Support specifically aimed at helping people to establish themselves, or to stay in their own homes. Examples of housing related support include helping people learn to manage their own money, apply for benefits, keep their home secure, access to other services.
Provider	Means an organisation providing the services specified in the specification.
Service	Means the delivery of the services as detailed in the service specification.
Supporting People Programme	This programme came into effect on the 01 st April 2003, and pays for the services providing housing related support. In Kent these services are now commissioned by Commissioned Services
Unit	A unit refers to, in most circumstances, one client being supported, however for Homeless families it is a family group, or for older people it can be a couple.

E – Local Regional and National Priorities

