

**Commissioned Services  
(Housing-related Support)  
Commissioning Plan**

**2014 – 2017**

**Version 1**



## Commissioned Services

### Commissioning Plan 2014 - 2017

#### 1. Introduction

- 1.1 The purpose of this document is to provide a summary of Commissioned Services commissioning intentions for the coming three years.
  - 1.2 Commissioned Services has embarked on a process of unprecedented change, which is part of a wider programme of public sector reform.
  - 1.3 Housing-related support has a significant contribution to make to the wider community resilience and sustainable communities agenda and reform will only be achieved by focusing on the importance of universal services in the lives of citizens and the need for all partners to work together to shape communities that promote wellbeing for all.
  - 1.4 Fundamental changes are required across housing-related support services to enable the delivery of a system that is personalised, responsive and flexible and offers real choice and control to individuals. There will need to be significant changes in the types of services currently available and changes to how resources are utilised particularly with the greater focus on prevention and early intervention.
  - 1.5 The commissioning intentions described all have a clear rationale and defined outcomes (Appendix A). They are consistent with the vision and priorities described in the Vision for Kent, Bold Steps for Kent and the Strategy for Public Health in Kent. Many of these intentions build on existing services, approaches and good practice adopted by KCC in recent years.
  - 1.6 It is clear how housing-related support services need to change, to deliver a system which is characterised by
    - Accessible information and advice to all citizens with support needs
    - A range of services that promote independence and prevent people needing ongoing support where this can be avoided
    - The importance of universal services in the lives of all citizens especially those with support needs
    - The extension of choice and control for all citizens' support needs
    - All stakeholders working together to shape communities, with the needs of citizens at the centre, creating an environment where all citizens feel safe through a proactive approach to safeguarding
    - Ensuring that the delivery of services is cost effective
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1.7 Through the needs assessment it has been recognised that current service models will neither be affordable nor sufficient to meet needs within current resources. It is clear that radical solutions will be required to enable us to deliver these ambitious changes at a time of significant financial restraint. The fundamental shift towards prevention and early intervention will make savings and have an impact for partner agencies through:

- fewer referrals for social care assessment.
- fewer people receiving packages of care.
- fewer emergency admissions (and readmissions) to hospital.
- smaller packages of care as a consequence of people using universal services and community support networks alongside their personal budgets.
- increasing numbers of people benefiting from recovery and rehabilitation services.

## **2. Commissioning Intentions**

2.1 The following ten commissioning intentions will be the focus of service improvement and redesign over the next three years.

### **Domestic Abuse**

2.2 Rationalise domestic abuse service provision on a holistic East and West Kent basis incorporating secure refuges, floating support, resettlement, IDVA services and a sanctuary scheme.

### **Homelessness including Rough Sleeping**

2.3 Ensure even homeless accommodation across the county and specialist rough sleeper outreach support to entrenched and recent rough sleepers. Reconfigure provision on an East and West Kent basis to incorporate hostel accommodation, move-on accommodation, floating support, resettlement and rough sleeper support.

### **Learning Disability**

2.4 Rationalise learning disability services on an East and West Kent basis to ensure a pathway for service users that includes long term and short term accommodation, resettlement, and floating support that recognises some individuals will have an ongoing support need to assist their independence.

### **Mental Health**

2.5 Rationalise mental health services on an East and West Kent basis to ensure a pathway for service users that includes long term and short term accommodation, resettlement, and floating

support that recognises some individuals will have an ongoing support need to assist their independence.

### **Physical and Sensory Disability**

- 2.6 Ensure that supported accommodation across all client groups has sufficient suitable provision to meet the needs of service users who also have physical disabilities in addition to support needs. Ensure that services are sufficiently skilled to maximise choice for those with sensory impairment.

### **Offenders**

- 2.7 Rationalise offender services on an East and West Kent basis so that they include short term accommodation, resettlement, and floating support and ensure that the service provision begins before individuals leave prison.

### **Older People**

- 2.8 Ensure that services for older people with support needs are available in the right place at the right time and that the support meets individual need to enable service users to live independently in their own homes.

### **Young People at Risk and Teenage Parents**

- 2.9 Ensure even young person and teenage parent accommodation across the county. Reconfigure provision on an East and West Kent basis to incorporate hostel accommodation, move-on accommodation, floating support and resettlement.

### **Substance Misuse**

- 2.10 Ensure even provision of services across the county that include supported accommodation, floating support and resettlement, working in partnership with drug treatment agencies.

### **Ex-Service Personnel**

- 2.11 Build on existing work to understand the housing-related support needs of this group and commission accordingly. There are likely to be links and connections with existing provision in homeless and mental health services.

## **3. Recommendations**

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- 3.1 The recommendations from the needs analysis include:
- Reducing the number of contracts, making the programme more manageable and enabling more flexible provision.
  - Introducing clear pathways in and out of services so that individuals understand the journey they are on.
  - Consideration to reducing the high support hours in some services.
  - Exploring the needs of ex-service personnel.
  - Improving service models to enable increased utilisation and throughput.
  - Reviewing older persons' services in the light of changing needs.
  - Improving the tenancy readiness of services users including the use of rent deposit schemes and the private rented sector.
  - Using a single assessment tool

#### **4. Supporting Documentation**

- 4.1 The following documents will be available on the KCC intranet and the internet early in 2014.
- Commissioning Business Plan
  - Commissioning Framework
  - Commissioning Consultation Plan

