

Commissioning an Integrated Domestic Abuse Service for Kent

Mel Anthony, Strategic Commissioning, Kent County Council

The Context

- Estimated approximately 60,000 victims of domestic abuse in Kent and Medway at cost in Kent of over £170 million per year (Home Office Ready Reckoner estimate)
- Every touch point with domestic abuse is seeing large increases in demand
- Most services, and most of the funding, are **aimed at high risk** victims
- **Provider organisations are a mix** of voluntary and charitable organisations, non profit making companies, and registered social landlords
- Domestic abuse provision is currently fragmented. Range of services and interventions in place –
Refuges, IDVA, MARAC, Floating support, Sanctuary schemes, support groups, one stop shops
- All commissioned, or funded by **different agencies**, covering **areas that differ** in size, scope and geography, operating in **isolation** in cycles that **differ in duration**
- The result is **patchy, uncoordinated** coverage, **significant gaps** and **duplication**, a lack of consistency and **complex pathways** for service users and professionals to navigate
- These **disparate funding streams** and commissioning arrangements have resulted in **limited strategic oversight of the sector**
- Grant funding is **short-lived** and **unsustainable**, makes **performance management** difficult

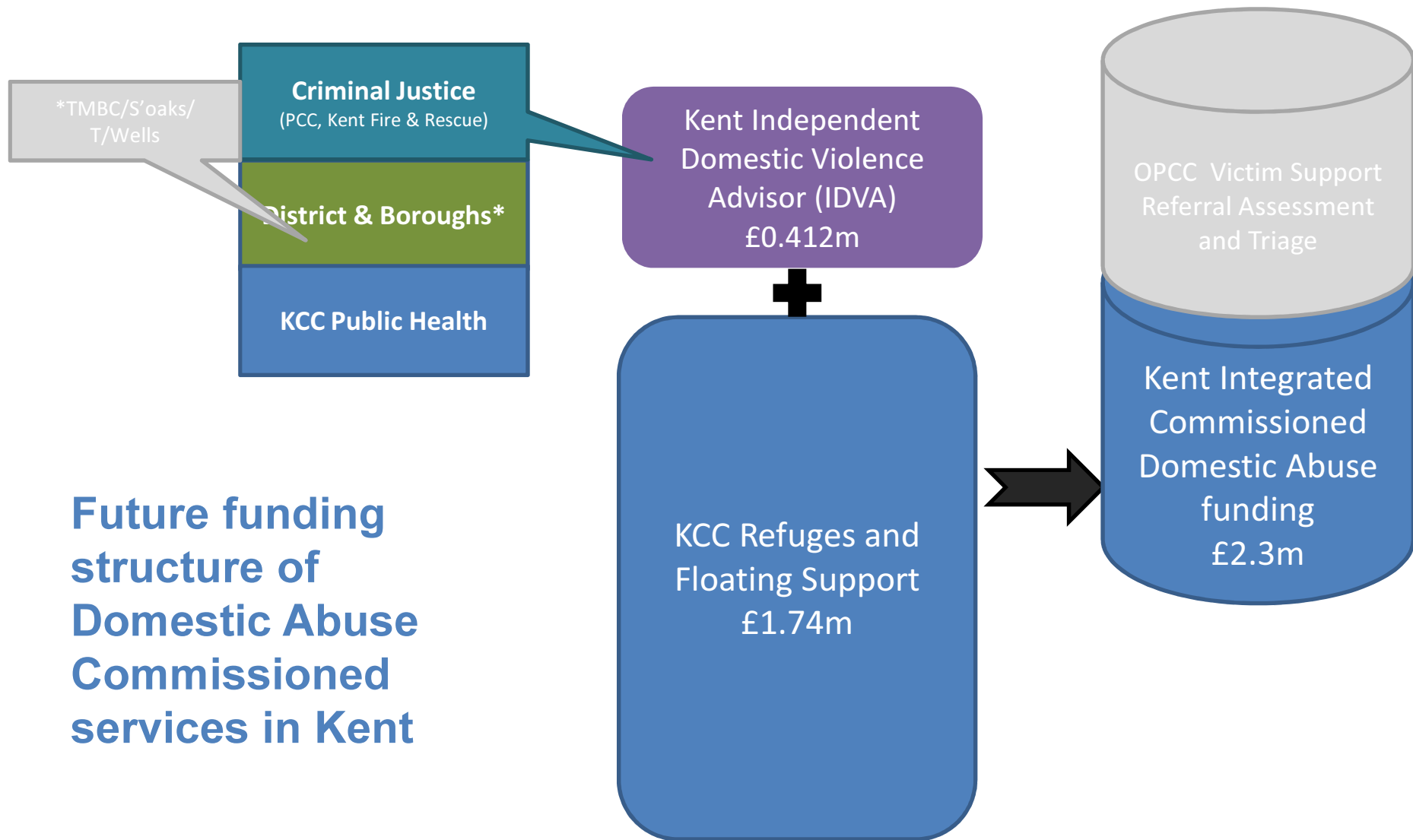
Commissioning Ambition:

By pooling budgets, commissioning collaboratively, integrating pathways and retaining local expertise it is possible to:-

1. An integrated pathway where support can be stepped up and down seamlessly
2. Increased emphasis on prevention and early intervention
3. A single referral point and triage process “No wrong door”
4. Improved services (and access) to diverse communities
5. Victims given most appropriate support
6. Increased support for standard and medium risk victims
7. Continued support for high risk victims
8. Establish a stable, sustainable platform from which innovation can flourish
9. Enable more coherent strategic oversight

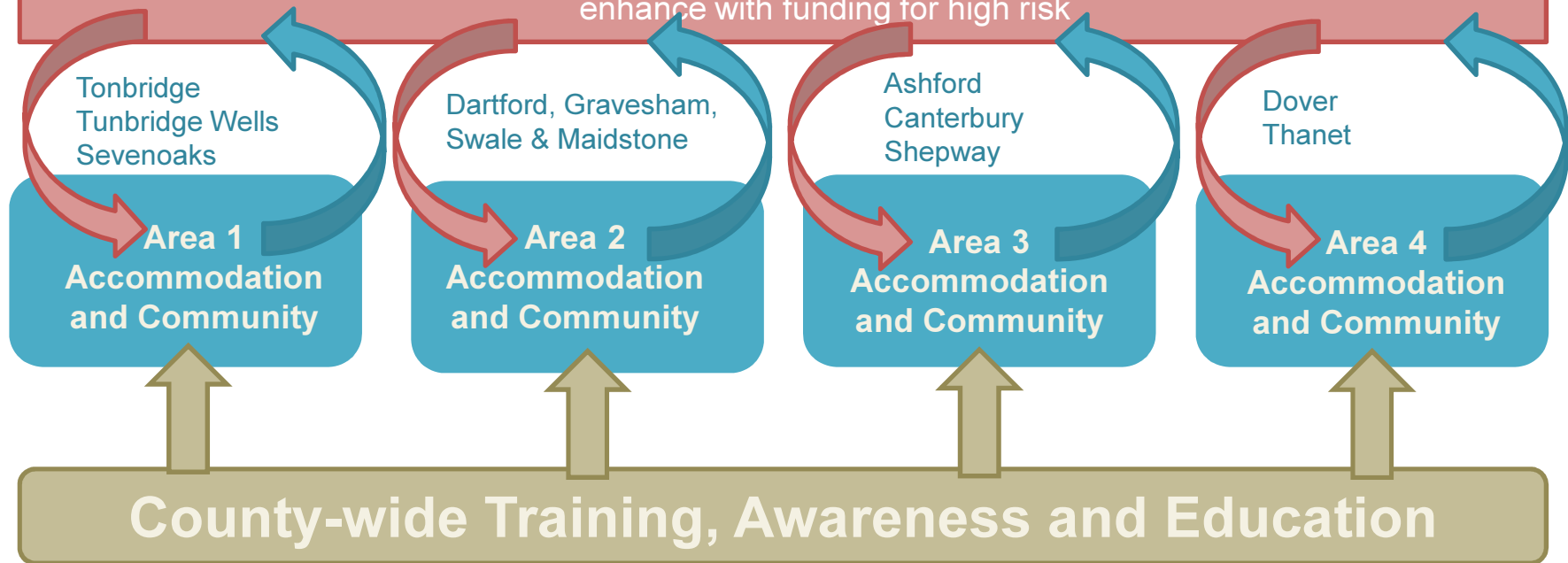
What will be different?

- ✓ Comprehensive network of support, no wrong door, no repeated referrals
 - ✓ Quicker, effective action, lower waiting times
 - ✓ Clear pathways for victims in their own communities, using assets they know well
 - ✓ Fall in the number of high risk victims (fewer MARAC)
 - ✓ Focus on reducing harm earlier
 - ✓ Overall reduction in harm to vulnerable adults and children
 - ✓ Fewer domestic homicide; fewer reviews
 - ✓ Clearer response for hard to reach groups e.g. men, BAME, older people
 - ✓ Meaningful data to enable strategically driven **evidenced** change
 - ✓ Better data-sharing
 - ✓ The sector will be brought together under an agreement outlining the outcomes and behaviours upon which we agree
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Triage, Assessment & Referral

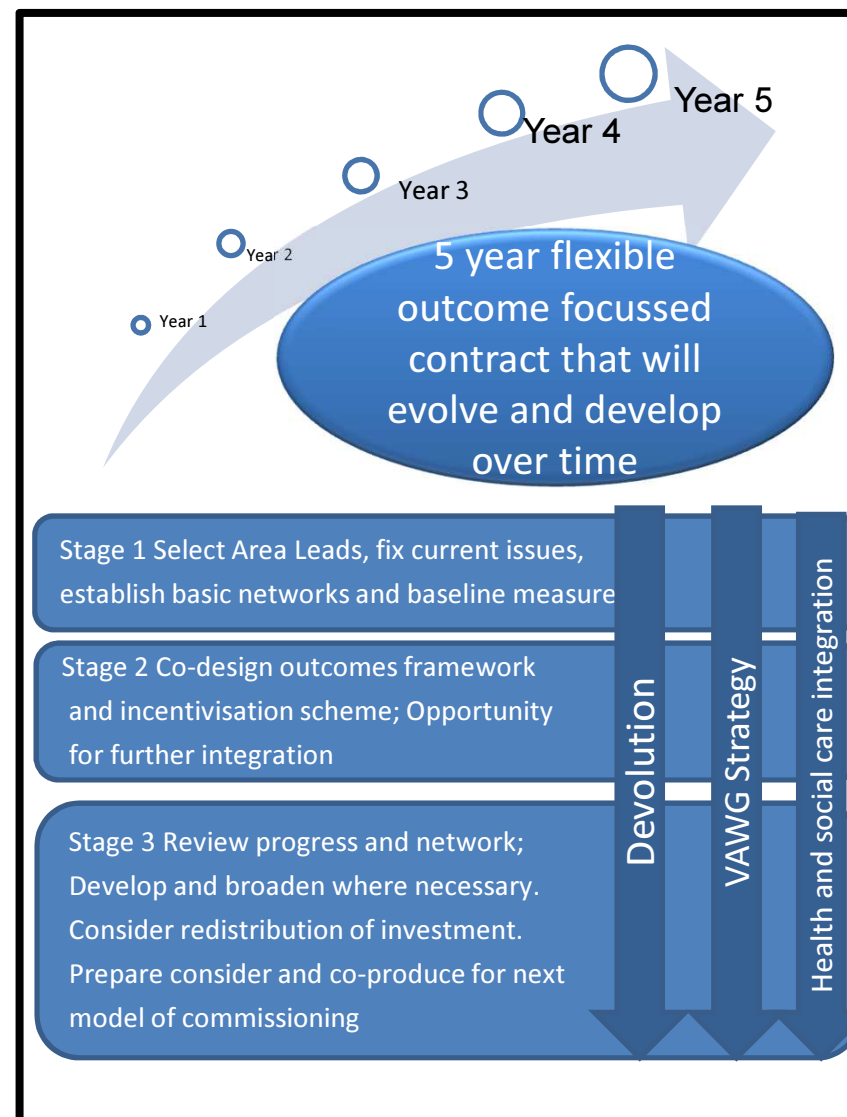
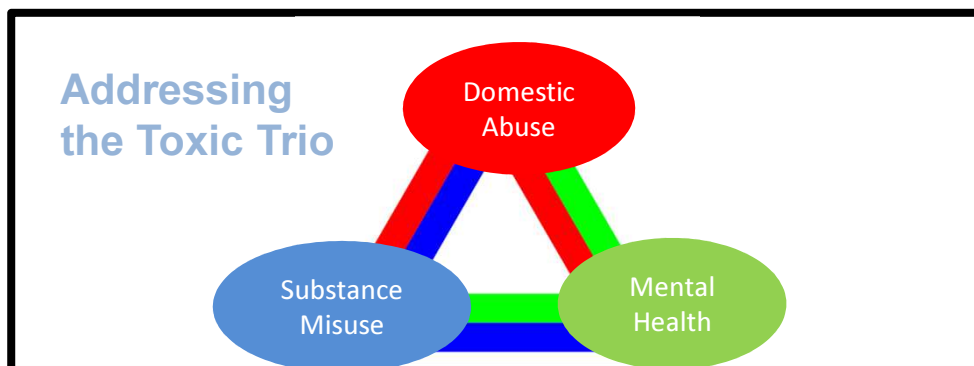
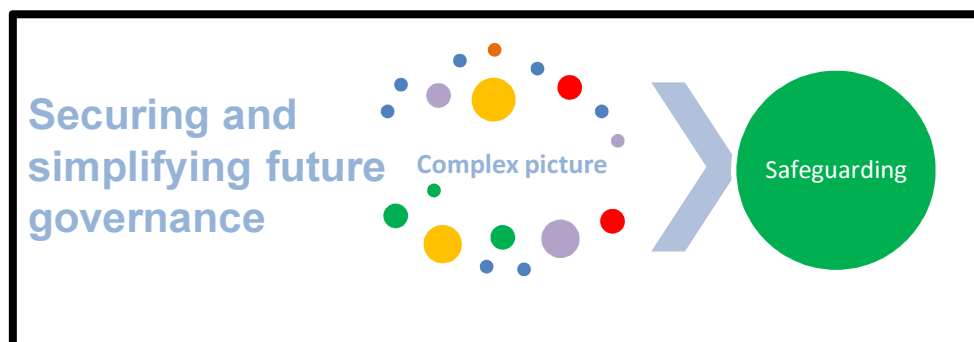
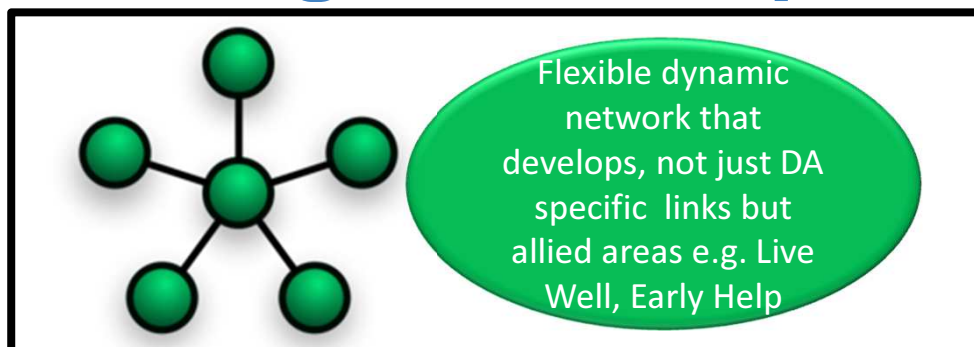
Lever in existing OPCS's Victim Support service for standard & medium risk victims and enhance with funding for high risk



Provider Requirements:

- Holistic delivery on an area basis
- To develop and maintain partnerships and networks across the area(s)
- To have comprehensive oversight over the contract area, respond to changing demands and move to a more community based model of delivery
- To work with commissioners and partners to contribute to a coordinated, networked community response, articulated well with other provision

Strategic Development



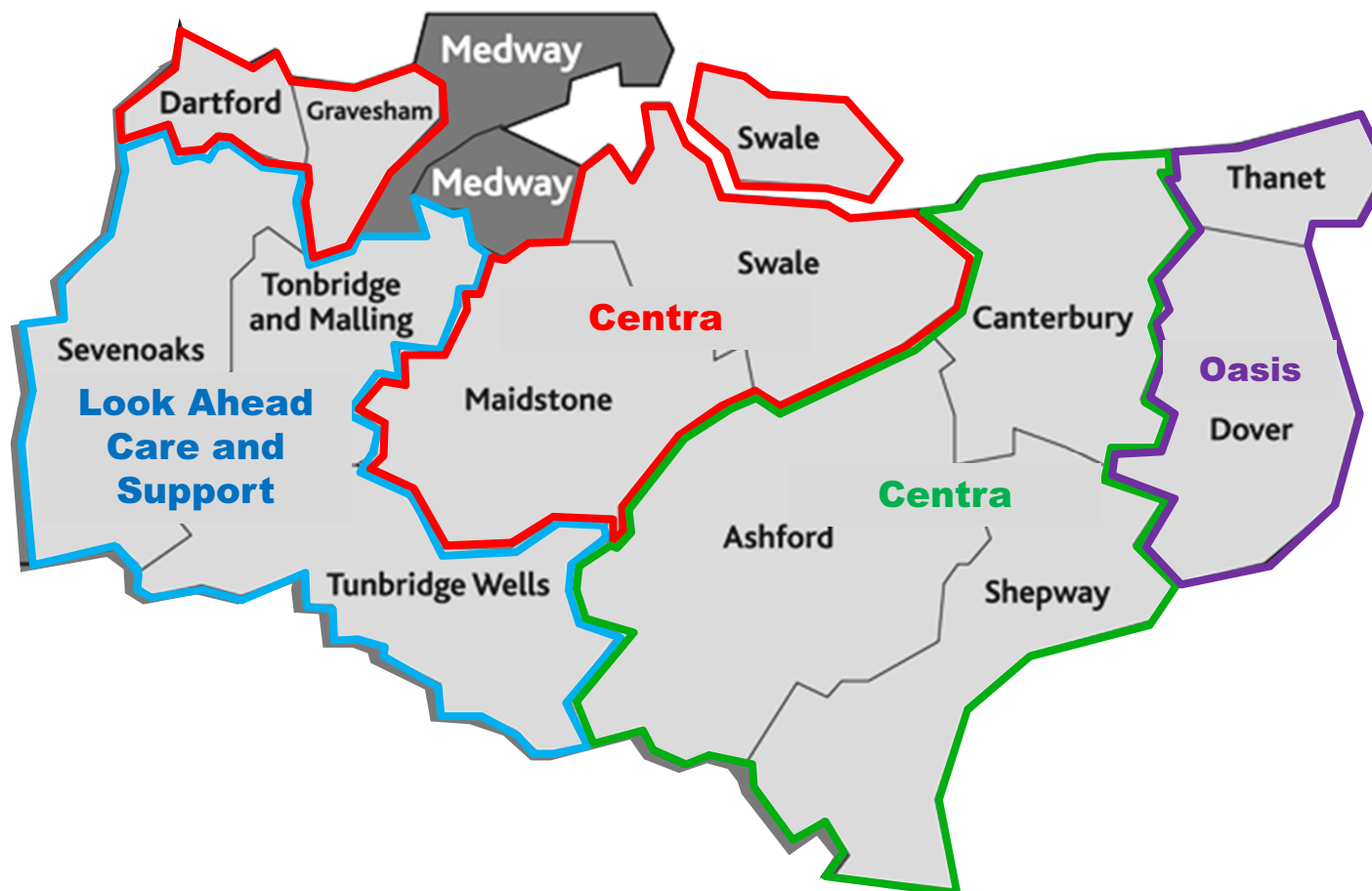
Commissioning Timetable

- **October 2013** Initial mapping with a view to integration
- **December 2014** KMDASG Task and finish group convened
- **May 2015** Funders event held – proposed model co-developed through workshops
- **August 2015- August 2016** Market engagement
- **June – August 2016** Full public consultation of 10 weeks; online questionnaires, focus groups of professional, service users and communities
- **21 October – 5 December** Invitation to tender open on Kent Business Portal
- **6 December – 4 January 2017** Evaluation period
- **1 February** – bidders notified of outcome (10 day standstill period)
- **14 February** contracts issued
- **1 April 2017** New services go live

Commissioning Overview

- More than 20 provider organisations attended market engagement events (August 2016- 15)
- 34 expressions of interest to the invitation to tender
- Bids received from 5 organisations
- Evaluation completed by panels of districts, OPCC and KCC; final scores moderated to reach an agreed final score
- Fixed price tender; submissions evaluated solely upon quality

Tender Result



Mobilisation and Next Steps

- ✓ Closely managed transition and mobilisation period before go live 1 April 2017
 - ✓ Liaison within districts with new provider to make introductions and plan transition together
 - ✓ Providers submitted mobilisation plans as part of the tender and are working to them; weekly updates are being submitted to KCC commissioning
 - ✓ Providers are working together to effect a smooth handover; subcontracting arrangements e.g. SATEDA, Rising Sun and Choices. Status quo maintained; disruption being kept to a minimum, change will be gradual.
 - ✓ Training Education and Awareness service to follow Autumn 2017
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Any questions?

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