

# Live Well Kent

## Our Strategic Partnership

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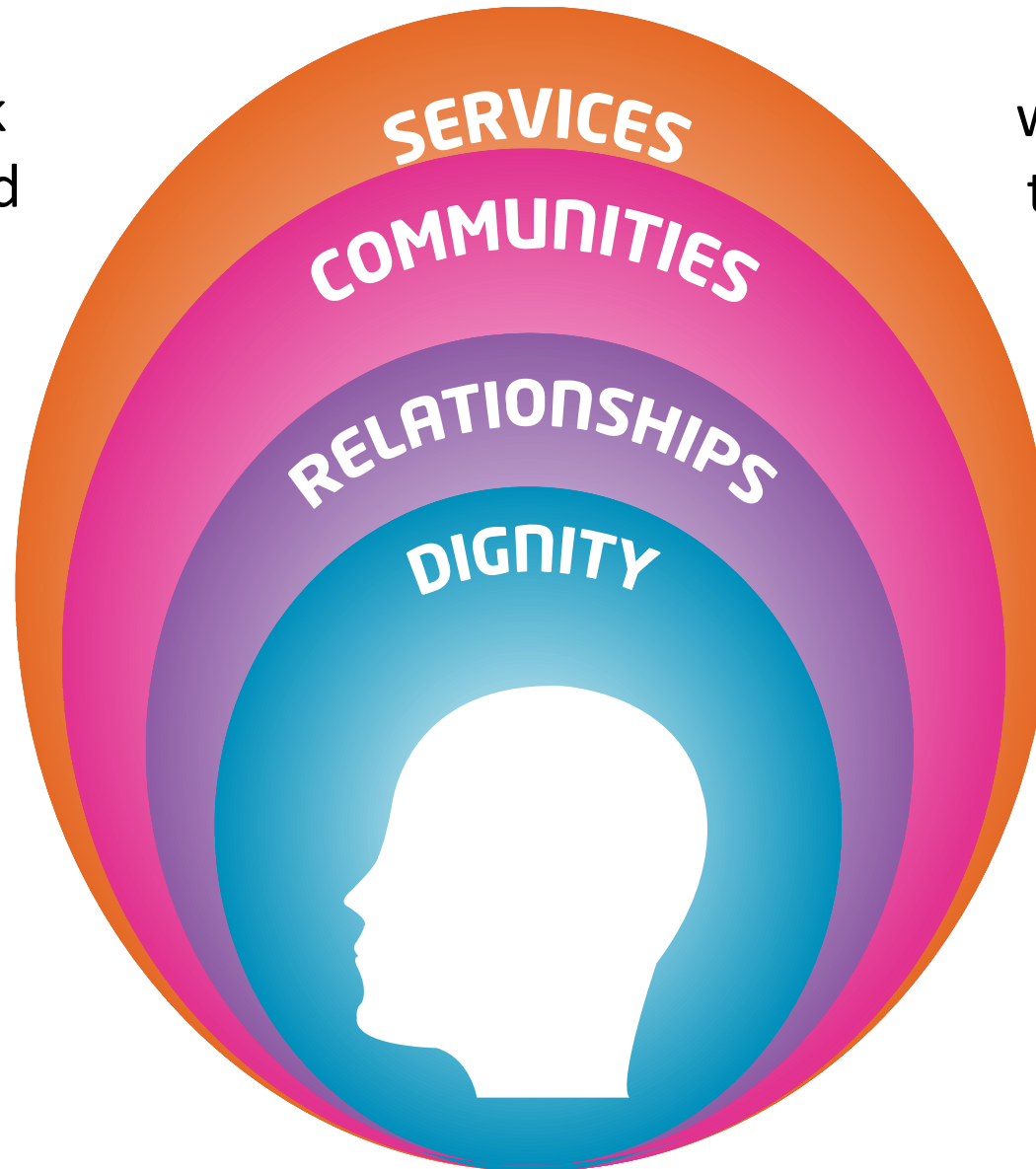
# Our aim...

- To keep people well and improve their health and wellbeing
- To improve support for people with mental health problems
- To get the best possible outcomes within the resources we have available
- To develop a system that is both affordable and sustainable
- To encourage growth and diversification of provider market including the voluntary, community and social enterprise sector



# *A Life not a Service !*

What does a good life look like to you and your family?



How can we work together to achieve it?

<b>Deficit Approach</b>	<b>Asset Approach</b>
<b>Identifies problems</b>	Identifies strengths
<b>Sees people as service users or patients</b>	Sees that people have lots to offer and contribute
<b>Does to or Fixes people</b>	Supports people to take control of their lives and develop their potential
<b>Focuses on individuals</b>	Focus on relationships, communities and neighbourhoods

## Where we were;

- Services were not fully aligned to our strategic outcomes or priorities
- Historic growth; different services in different areas, equalled inequity of access and a postcode lottery
- Services provided via a wide range of voluntary sector partners who were not consistently networked together
- Lack of performance management we didn't know what we were getting for our investment and we couldn't compare the quality and impact of services



# Integrated Commissioning

**Public Health;** universal services that support prevention, emotional health and wellbeing

**Adult Social Care;** day opportunities, employment services and service user engagement

**Clinical Commissioning Groups;** acute, secondary and community mental health services and improving access to psychological therapies

**Supporting People;** housing related support and specialist housing schemes

- Historically services worked in silos focussing on particular issues or steps in a journey
- We developed a new integrated and outcome focussed approach that is design to enable people to lead the lives they want
- Aim to tackling stigma and improving well-being

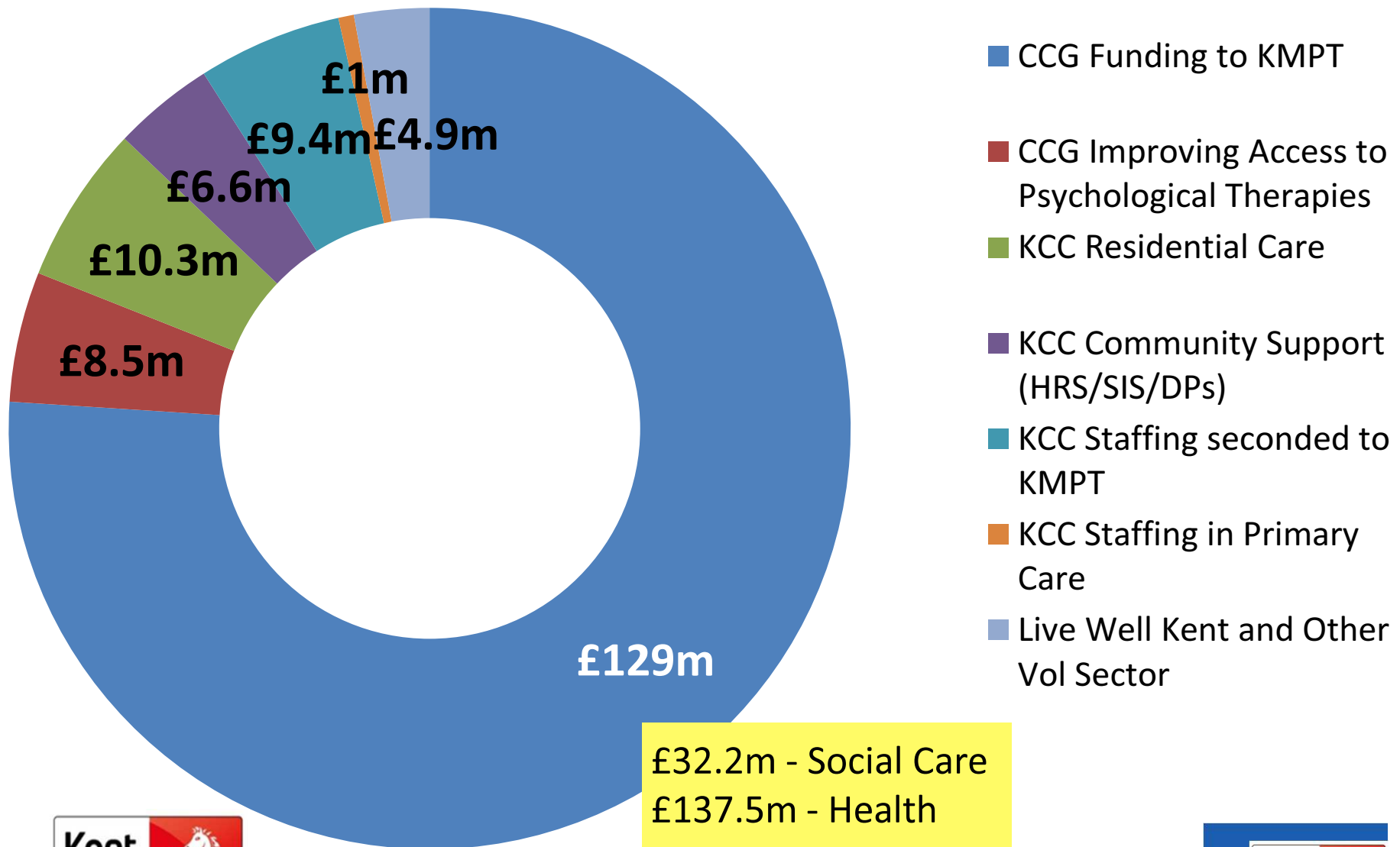


## *Key facts ....*

- Total pot £4m per year
- Historic funding re-profiled and allocated according to need
- A 5yr contract with an optional 2yr extension clause
- Contract let in four lots to mirror CCG cluster areas
- Outcomes focused contract with some specified requirements around employment and housing
- Includes co-location of primary care social workers

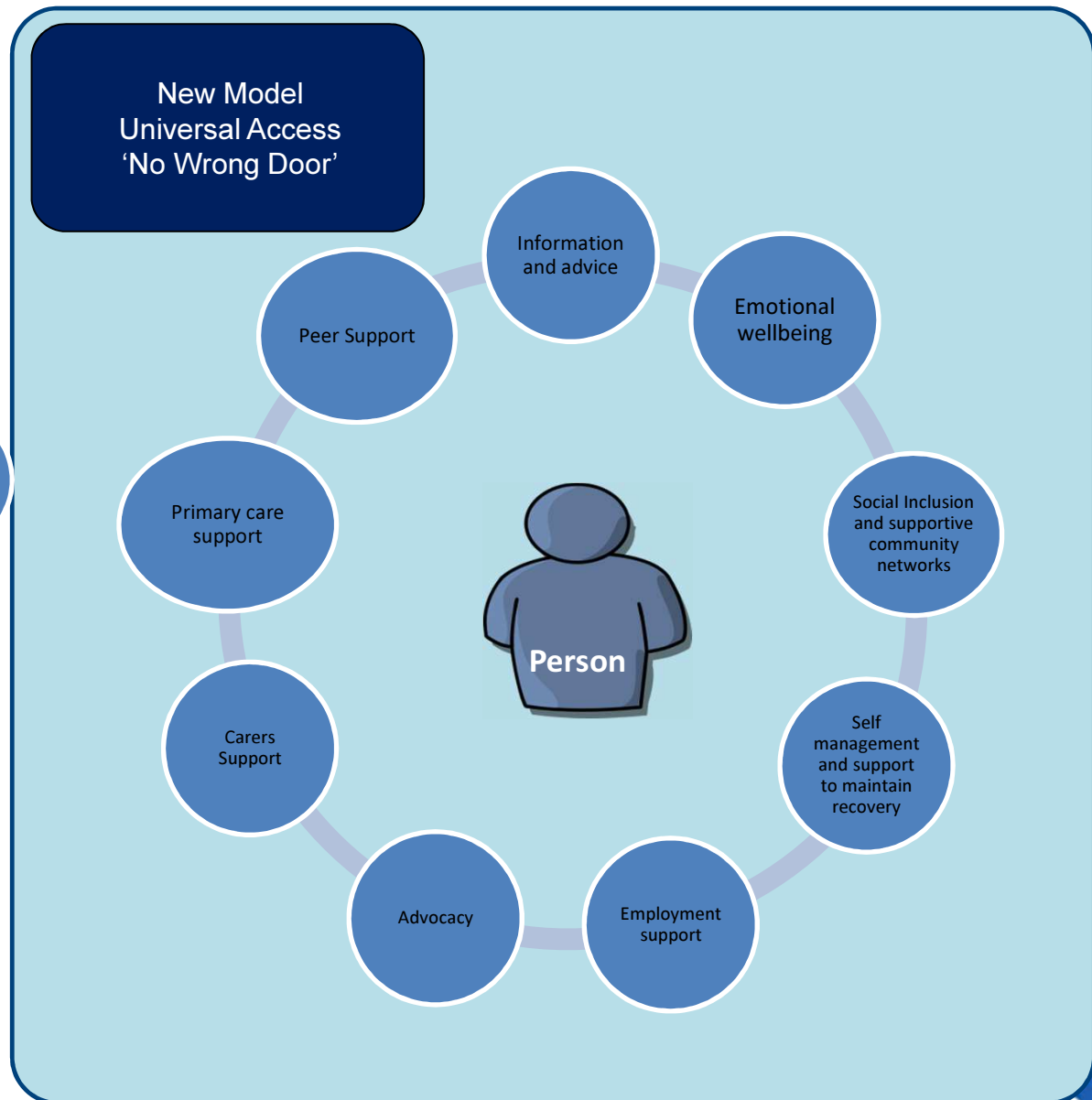
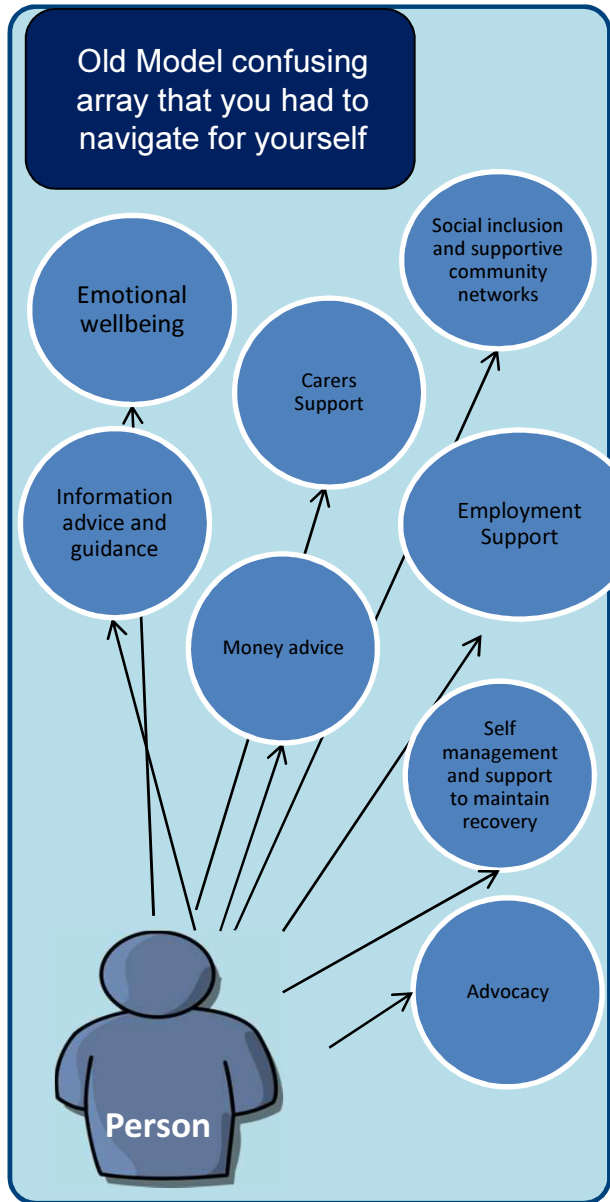


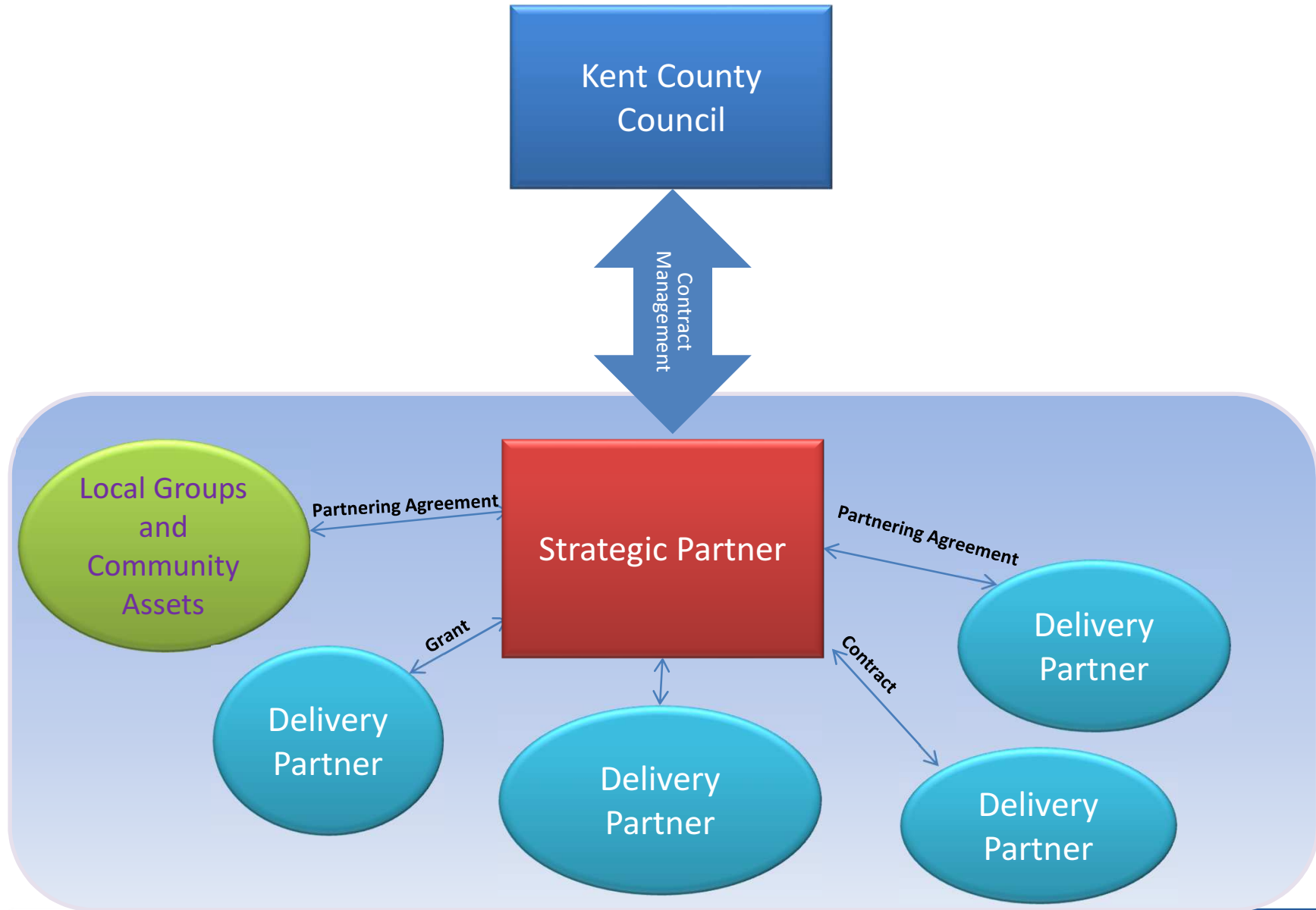
# Mental Health Commissioned Spend £170m





# The Vision - Person Centred Community Based Services

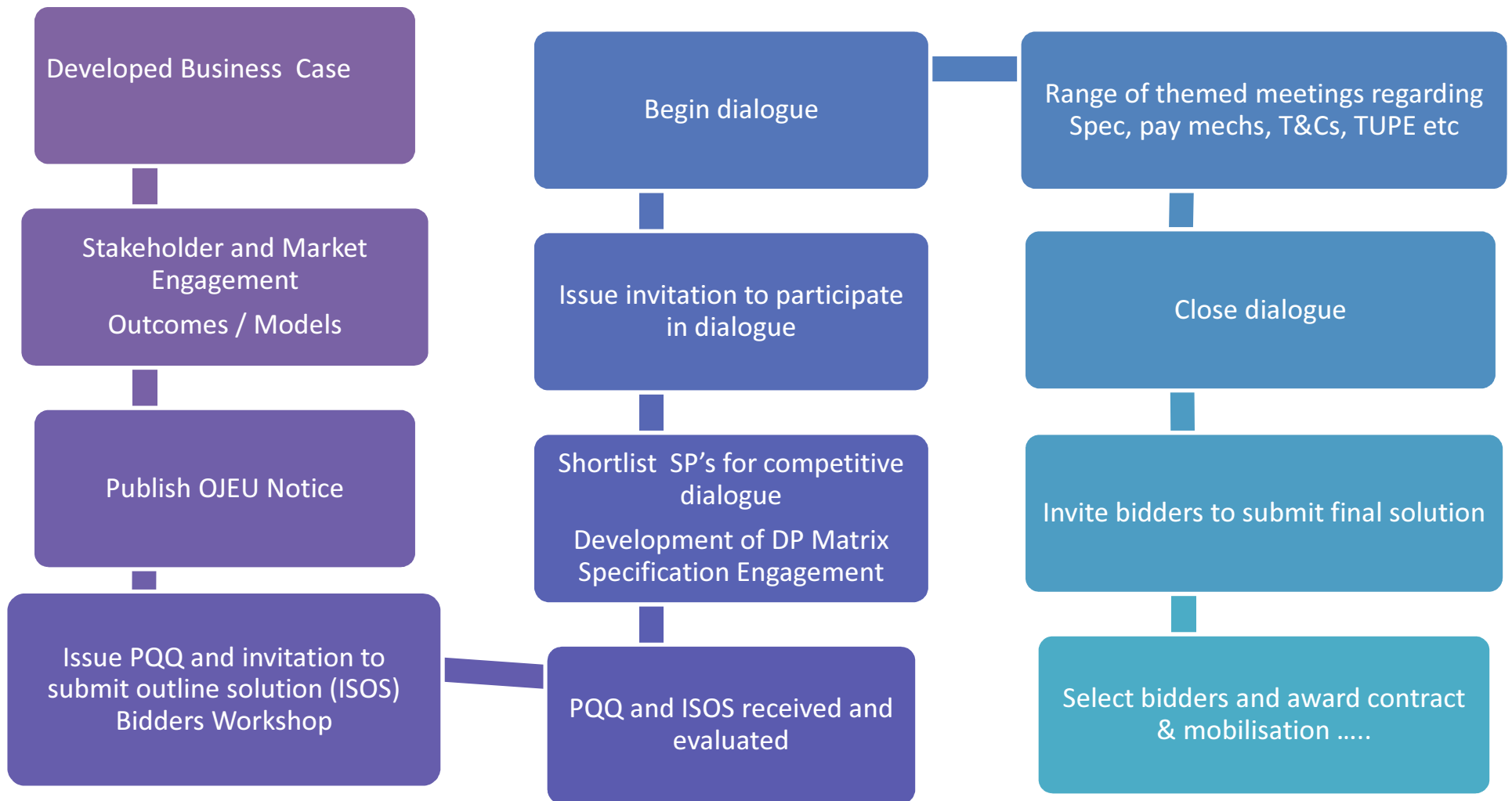




## *Competitive Dialogue*

..... is a public-sector tendering option that allows for bidders to develop proposals in response to a client's outline requirements. Only when their proposals are developed to sufficient detail are tenderers invited to submit competitive bids ....





## *Pro's and Con's of Approach*

### Pro's

- Really helps shape construction of service
- Allows for provider perspective
- Enables commissioners to understand from providers point of view
- Ensures service commissioned in best possible for outcomes
- Helped us to understand the depth and motivation of the partners

### Con's

- Labour intensive and costly for LA and providers - especially those who are not successful
- Repetitive Process
- Slow Process

# What we have achieved ...the model

- A new sustainable model to support wellbeing, self management, promote recovery, tackle social isolation, build resilience, and reduce stigma
- Built on foundation of peer support, connectivity and community development – ***a life not a service***
- Focus on prevention and early intervention to reduce need for secondary mental health services and use all services more effectively – reducing duplication
- Proportionate performance management with a focus on outcomes and impact



# What we have achieved ... the Network

- Strong Strategic Partners who can help delivery network innovate, thrive and develop
- Two Strategic Partners are;
  - Porchlight
  - Shaw Trust
- A diverse range of delivery partners over 60 in total with 15 from Arts and Cultural Sector
- 40K innovation fund – to seed fund good ideas
- A network that continues to grow and diversity
- A whole systems based approach to individual journeys





**Porchlight**

Changing attitudes • Changing lives

Porchlight works across Kent and the south east to support people who are homeless, vulnerable and isolated.

We help children, adults and young people with housing, education & employment, and their mental health and wellbeing.





**Porchlight**

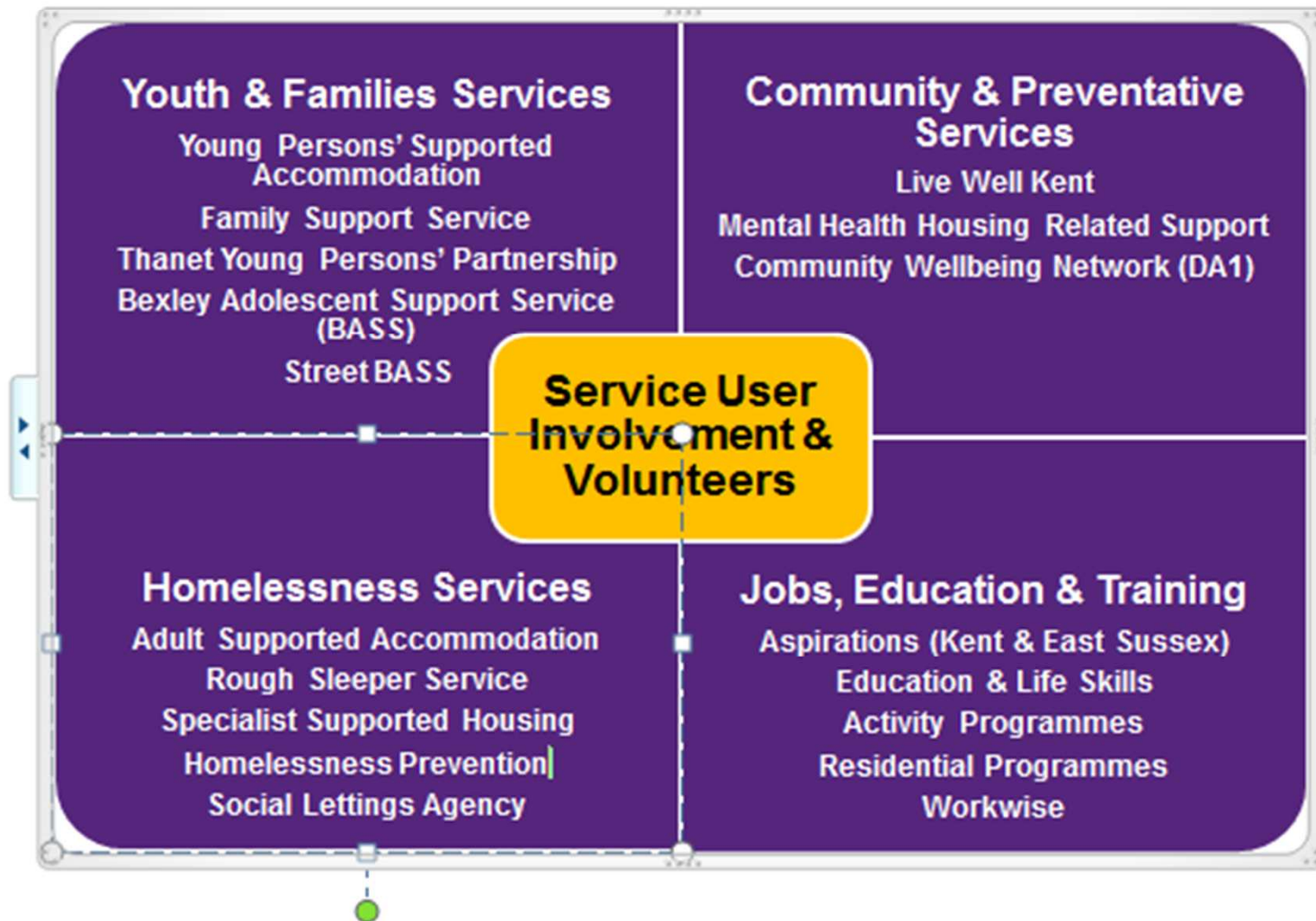
Changing attitudes • Changing lives

- Set up in 1974 by Tom Gifford, motivated by his own homeless experience
- Started as a single hostel to a charity now working with over 5000 people a year
- Turnover £10m per annum, reserves £2.3m, and no debt
- 86% growth in the last 5 years
- Working partnerships with over 92 organisations across Kent and Sussex



# Porchlight

Changing attitudes • Changing lives



Shaw Trust is a national charity  
working to create brighter futures  
for the people and communities  
we serve

## Who are we.....

- National Charity with a Non-Executive Board of Trustees
- Founded in 1982 in the village of Shaw in Wiltshire to support local disabled people to find employment.
- Today, Shaw Trust has grown in reach and now supports over 50,000 people a year to live independent and inclusive lives.
- Turnover of £109m Per annum, £40m in reserves, no debt
- Approximately 1,400 staff working across the UK and 1,000 volunteers
- 50% of all delivery is subcontracted to our delivery partners – capacity and capability building other charities / SMEs
- Operating in Kent since 1996 running Learning Disability, Mental Health and Employment services across a variety of funders – KCC / JCP



# Live Well Kent Model

At Live Well Kent your new life journey looks something like this...





# Live Well Kent Website

[www.livewellkent.org.uk](http://www.livewellkent.org.uk)

**Live well Kent**  
community wellbeing

Home In your area How to get help News Resources About Live Well Kent

**In your area**

**Select your area**

- Dartford, Gravesham and Swanley
- Swale
- Canterbury and Coastal
- Thanet
- West Kent
- Ashford
- South Kent Coast



# Performance Year 1

## In the period from the 1<sup>st</sup> April 2016 – 31<sup>st</sup> March 2017

- **5,391** referrals with **4,415** people formally signed up for a service or intervention.
- **43%** people have declared that they have a serious mental health illness
- **57%** have declared they have a common mental health illness
- Highest numbers coming from self referral route **43%** self referrals
- Statutory referrals also high from Secondary MH services and Social Care.
- GP referrals increasing, Strategic Partners are working with GP to increase referrals from this route
- GP are also recognised as signposting clients to the service who then show as self referral. Working to develop the feedback loop with GPs to evidence impact.





# Successes

- **Long term contract** enables relationships and services to fully develop and embed
- **Innovation fund** – piloting new services and diversifying the network
- Creating a sense of **purpose and direction** for the growing network
- Shift to **recovery focus service** enabling improved wellbeing for people who had been stuck in the system
- **Capacity building** organisations to enable them to grow and develop
- Better visibility of performance to demonstrate **impact and outcomes**
- Closer **monitoring of services** enabling continual improvement
- Varying the **delivery network** when requirements change or providers are not performing
- Increase in **peer support** across services
- Embedding of **service user involvement** and **co-production** in delivery model



# Programme Success Examples (ST)

## **Volunteers**

- Recruitment of volunteers to support clients and develop community activities

## **Peer Support**

- Volunteer IT and Gardening Group – run and led by ex LWK clients now Peer Volunteers
- Funding peer led groups and projects - Take Off, Maidstone Mind, West Kent Mind, TWMHRC

## **Capacity Building**

- Interface meetings with the Network, sharing best practice, developing ideas and partnership working.

## **Service User Involvement/Co-production**

- Worked with ActivMob to co-produce new delivery model based on service user feedback and focus groups.
- Working in partnership with SpeakUp to create a new pathway for service user feedback

## **Demonstrating the Impact**

- Ability to capture data on MI system and demonstrate access, demand, need, impact and outcomes.

## **Delivery Network specialist support**

- Offering a consistent delivery model of short and long term mental health support from a range of providers across all areas.
- Core offer of Housing and Employment support to improve long term outcomes



# Local Successes Examples (ST)

## Ashford

- Move away from traditional day care drop in to thriving multi-agency centre in Ashford Live Well Centre – West Kent Mind, Maidstone Mind, IAPT, KERs Team, Counsellors, Take Off, MCCH, Canterbury Art Studio, CMHT.
- Marchwood Project - piloting innovative approaches to providing therapeutic support in a woodland

## Canterbury

- Canterbury Art Studio – Providing art therapy course with a professional exhibition
- Support for students delivered in partnership with the Delivery Network and Universities. (Canterbury Umbrella)

## Maidstone

- Blackthorn Trust – piloting a holistic approach to mental health support based on organic gardening and cooking.

## West Kent

- Bore Place – providing mental health support for 17 – 25 year olds at a working farm, learning horticultural skills, farming and catering.



# Programme Success Examples (PL)

## **Flexible Provision**

- Commissioning of weekend support – Global Generation SpAce peer support project in Margate
- Longer term as well as short term provision where needed – Richmond Fellowship, local Minds

## **Capacity Building**

- Resilience Conference – key part of prevention approach
- Utilising network expertise – Folkestone Mind supporting with income generation

## **Service User Involvement**

- Service users integral part of locality steering groups

## **Driving up standards**

- Development & implementation of new quality standards audits

## **Innovation Fund**

- £70,000 awarded to 16 projects. Diversified interventions and increased our reach

## **Peer Support**

- Expanded peer support delivery, including investing in new services. Peer Support conference planned.



# Local Successes Examples (PL)

## Swale

- Swale Your Way mental health football team – development of league
- LWK branding/evidence supported funding of two wellbeing cafes in Sittingbourne and Sheerness

## Dartford, Gravesham & Swanley

- Ecology Island – seed funding from Innovation Fund – SWEMWBS evidence help to secure borough council continuation funding
- Springboard Employment Service – flexibility to bring in new and innovative service, embedding IPS

## South Kent Coast

- Folkestone Mind hub – collaboration and shared resources
- Improved recovery focus – shining a light on local practice which created dependency

## Thanet

- Community focus – use of café as a community asset in Cliftonville
- Culture & art – Turner Contemporary T S Eliot exhibition in partnership with Richmond Fellowship



# Challenges

- Lack of historical baseline data, illustrating a **high demand**
- Gaps in mental health services, seeing **more complex cases**
- **External factors** influencing services, e.g. housing, benefits
- **Institutionalisation** – people and providers; cultural change
- Working to **compliment** not duplicate support across the whole health and social care system
- KCC **balancing partnership** with SP's with **performance management** of the contract
- Shift in **outcome focused delivery** v traditional grant funded provision



# Evaluation – Live Well Kent

Co-produced KPI's and data set to track progress and measure impact

## **Systems Outcomes**

- Using NHS numbers to track outcomes
- In order to evidence impact on Acute Mental Health PBR clusters

## **Personal Outcomes**

- SWEMWB (Short, Warwick, Edinburgh Mental Wellbeing Scale)
- Wider Wellbeing scales to show personal journey .. Self selected/reported and person centred
- 6 month follow ups aligned with personal centred goals

**Network Feedback** – NCVO & Serco code of practice



# Wellbeing Year 1

- On average **90%** of people reported achievement against 1 or more of their meaningful goals
- For people whose meaningful goal is to gain employment / reinstate benefits / move home, it is not always possible to achieve this.
- On the combined SWEMWBS and WWB on average **80%** of clients are achieving an improvement across the 14 areas

## **Average Reported Improvements:**

- **42%** “I’ve been thinking clearly”
- **39%** “I’ve been dealing with problems well”
- **38%** “I’ve been feeling close to other people”
- **38%** “I access things I want to do in the community”
- **24%** “I understand my health needs and do things that keep me well”





# Future Opportunities

- **Housing Related Support** - Market shaping contract clause
- **Employment** - we need a more robust employment approach need to work with and through others
- **IAPT** - NHS Talking Therapies need to realise the potential of closer working
- **MH Trust Single Point of Access** clearer pathways into the right type of support
- **Life not a Service** – continue to work with mainstream arts, leisure and sports provision
- Continue to develop **robust governance** with strong link back into commissioning and which supports collaboration at both an operational & strategic level



# Measures of success

- People are talking about and taking care of their mental health
- Move from a crisis driven to a preventative model of support
- Flourishing community, peer support – ***life not a service***
- Well networked delivery network, sharing costs, sharing best practice continuously improving and diversifying ...
- Re-profiling of mental health investment with additional funds being brought into Kent
- Improved community engagement leading to sustainable lives
- Reduced stigmatisation in local communities



Questions,  
Comments and / or  
Thoughts ....



# Thank you

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