

From: Graham Gibbens, Cabinet Member for Adult Social Care and Public Health

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To: Health Reform and Public Health Cabinet Committee -13 March 2019

Subject: **Contract Monitoring Report – Live Well Kent Contract**

Classification: Unrestricted

Previous Pathway: This paper has been tabled at DMT on 20 February 2019

Future Pathway: None

Electoral Division: All

Summary:

This report provides the Committee with an overview of the Live Well Kent Service that is commissioned by Kent County Council (KCC) Strategic Commissioning and the Kent Clinical Commissioning Groups. It includes details of the purpose, performance, outcomes and value for money of the contract.

The Live Well Kent Service is delivered by two strategic partners; Porchlight and Shaw Trust, who both deliver services and subcontract to a delivery network of providers.

The contract performs well and KCC works with strategic partners to continuously improve service, quality, and outcomes. A review of the Live Well Kent Contract is due to commence in the next financial year, to inform the decision on the extension of the contract.

Recommendation:

The Cabinet Committee is asked to **NOTE** and **COMMENT** on:

- the commissioning and provision of a Live Well Kent mental health and wellbeing service in Kent
- the contractual performance to date and work to deliver continuous improvement

1. Introduction

1.1 Kent County Council (KCC) and Clinical Commissioning Groups (CCGs) across Kent are responsible for providing mental health and wellbeing services in Kent.

1.2 In line with national guidance and the NHS Five Year Forward View, KCC and CCGs jointly procured an integrated offer of community mental health and wellbeing support called Live Well Kent. The contract commenced on the 1st April 2016 and will run to 31 March 2021 or 2023 if the two-year extension is implemented.

1.3 Prior to the contract, 66 grants were awarded to multiple providers, which had been rolled over on an annual basis for many years. Following a full and detailed public consultation, the new specification was developed in co-production with stakeholders and users.

1.4 This paper forms part of the regular contract monitoring report presented to this committee and provides an overview of the performance, outcomes, value for money and future direction of the service.

2 Background - Why invest?

2.1 Mental health is a priority for KCC and aligns to Strategic Outcomes set out below:

- Kent Communities feel the benefit of economic growth by being in work, healthy and enjoying a good quality of life; and
- Older and vulnerable residents are safe and supported with choices to live independently.

2.2 Mental Health is a workstream of the Kent and Medway Sustainability and Transformation Plan (STP)ⁱ, namely, to work to deliver integrated mental and physical health services and transform the mental health of the population.

2.3 There are an estimated 205,000 people living with common and severe mental illness in Kent and one in four adults' experiences at least one diagnosable mental health problem in any given yearⁱⁱ.

2.4 The Kent adult Mental Health Needs Assessment (2017)ⁱⁱⁱ has identified:

- 18.6% of Kent residents have been recorded by their GP as having anxiety and/or depression^{iv},
- 29% of those recorded by their GP as having a Serious Mental Issue (SMI) are in the most deprived quintile,
- Adults with serious mental health problems tend to have more contact with other services, including; higher number of hospital and GP visits, higher social care costs and higher secondary mental health costs.

2.5 Live Well Kent aims to prevent entry into formal social care and health systems by keeping people well or alleviating factors causing poor mental health such as debt or housing concerns. It supports a reduction in suicide, prevents negative health outcomes associated with poor mental health and parity of esteem.

2.5 Live Well Kent also contributes to the public health outcomes including; PHE Outcome 1: Increased healthy life expectancy - taking account of the health quality as well as the length of life, where Kent currently have similar rates to national figures.

2.6 The Public Health England report estimates that commissioning effective mental health prevention^v can provide a return on investment that varies between £1.26 and £39.11 per £1 spent.

3 Service Overview

3.1 The vision for Live Well Kent is to keep people well and provide a holistic offer of support for individuals living with and without a mental health diagnosis. The outcome-

ⁱ <https://kentandmedway.nhs.uk/workstreams/mentalhealth/>

ⁱⁱ <https://www.england.nhs.uk/wp-content/uploads/2016/02/Mental-Health-Taskforce-FYFV-final.pdf>

ⁱⁱⁱ https://www.kpho.org.uk/__data/assets/pdf_file/0004/80266/Mental-Health-Needs-Assessment-Analytical-Report.pdf

^{iv} but the true percentage is likely to be larger as this does not consider those who do not access their GP

^v <https://www.gov.uk/government/publications/mental-health-services-cost-effective-commissioning>

based contract was designed to engage people in innovative ways to improve their mental health and wellbeing.

3.2 The service is delivered by 2 strategic partners; Porchlight and Shaw Trust; who take on a market stewardship role to build capacity and sustainability in amongst the voluntary sector network funded through the contract. The network has changed over the life of the contract responding to the needs of users and the contract limits the amount strategic partners can deliver themselves. A list of the organisations in the network can be found in Appendix A.

3.3 Live Well Kent is open to those 17 and over and offers support on:

- Managing money, including debt and benefits advice
- Housing support and guidance
- Improving relationships and social inclusion
- Lifelong learning, employment and accessing volunteering
- Brief advice and signposting to healthy lifestyle support
- Evidence based activities shown to improve health and wellbeing e.g. Arts, yoga, outdoor activities, poetry, reading etc

3.4 The service aims to provide individuals with the skills and confidence to self-manage their mental health and encourages those with enduring mental illness to engage in mainstream activities, in ordinary settings, alongside other members of the community who are not using services.

3.5 The service provides a universal offer across Kent supported by the Live Well Kent websiteⁱ. Provider activity promote positive wellbeing messages to reduction in mental health stigma in communities. The service is targeted at individuals who reside in the most deprived quintiles (quintiles 1 and 2) where there are higher levels of mental illness as well as target groups identified in the need's assessment.

3.6 Live Well Kent interfaces closely with other KCC commissioned services through cross referrals and signposting. This includes One You Kent which offers support to people to quit smoking or improve their lifestyle, and the substance misuse providers for those who have a dependency on drug or alcohol problems.

4 Service costs

4.1 The annual value of the service is up to £4,043,001 which is jointly funded by KCC Public Health, KCC Adult Social Care and each of the Kent Clinical Commissioning Groups. Approximately 45% of the total is funded by Public Health, with 37% coming from Adult Social Care and the remaining 18% from Kent CCGs. The maximum total contract value over 5 years is £20,215,005.

4.2 This financial year KCC has spent £3,032,251 on this contract, which has seen 2,463 of Kent residents access the service, this calculates as £1,231 per head.

5 Does the contract perform well?

5.1 The contract monitoring is led by Adults commissioning (supported by Public Health and CCG commissioners), who are responsible for running monitoring meetings with Strategic Partners. A comprehensive set of performance and quality measures are used to provide assurance that the contract is performing well, and the quality standards are

ⁱ <https://livewellkent.org.uk/>

met. A few key metrics have been presented to illustrate service performance and impact to the committee.

5.2 Activity – Since the start of the contract the service has received 13,440 referrals which averages at 4,884 referrals a year. 75% of these referrals have resulted in individuals signing up to the service. The Kent wide yearly access target is 3158 individuals and in the last 12 month periodⁱ, 3243 people accessed the service, which is above this target set.

5.3 Early intervention

The strategic partners are monitored on the response rate to new referral so to support early intervention and ensure people reach the right service in a timely way. Table 1 below illustrates performance against this target.

Table 1 : Service Activity data

KPI	Target	YTD Performance as at Q3 2018/19	RAG
% meeting attempted contact within 2 days, response rate of 2 days (vs referral)	95%	98.6%	Above Target

Quality –The strategic partners gather feedback on the service; both through satisfaction rates, representative group, such as the Metal Health Action Group (MHAG) and case studies. Table 2 below illustrates the satisfaction rate of the service two case studies can be found in Appendix B.

Table 2 : Service Activity data

KPI	Target	YTD Performance as at Q3 2018/19	RAG
% service users that would recommend the service to a friend or family	90%	98.3%	Above Target

5.3 Outcomes –Key questions are recorded at the start and end of the service intervention to measure outcomes for individuals accessing the services. This includes evidence-based tool Short Warwick Edinburgh Mental Wellbeing Scale (SWMBS). As of Q3 2018/19, the service is achieving targets set out in Appendix C.

5.4 Value for Money – Using the figures set out in section 4 of this paper, the cost per individuals accessing the service is £1,231 which compares well to an estimated cost for individuals receiving secondary mental health service of £2,120ⁱⁱ. In addition, the service reports on added social value delivered which includes apprentices, use of volunteers, income generation.

6 Improvements and developments for 2019/2020

6.1 In preparation for the end of the initial contract term (March 2021), a review will commence in 2019/20. This will be led by Strategic Commissioning Outcomes two and three and will consider the findings of the latest Mental Health Needs Assessment.

ⁱ Q4 2017/18 - Q3 2018/19

ⁱⁱ https://www.kpho.org.uk/_data/assets/pdf_file/0004/80266/Mental-Health-Needs-Assessment-Analytical-Report.pdf

Commissioners covering Public Health will be fully involved in this process, alongside colleagues from Kent CCGs.

- 6.2 Strategic Partners have worked to deliver continuous improvement and innovation. An example is work to increase the number of sign ups by carers who have been identified by the need's assessment as a high-risk group. The service is proactively identifying carers in service and routinely asks new sign ups as to whether they have caring responsibilities which may inform the service they receive.
- 6.3 The Strategic Partners are currently offering a tender opportunity for organisations to bid for Housing Related Support. This service is aimed at helping people to develop skills to live independently which will support in meeting the contracts outcomes.
- 6.4 A re-design of the Mental Health Matters contract is currently underway which is a phone line and web-based support offering out of hours provision. This helpline has seen an increase in demand since the launch of the Release the Pressure Campaign funded by Public Health.
- 6.5 Strategic partners will continue to work with related services to support joined up pathways and effective sign posting. For example, a contract has recently been awarded to Activmobs for the Sheds Generation 3 programme; funded by the European Union. The programme has been running in Kent for a number of years and has been very successful to date. Activemobs will work closely with Live Well Kent to support in referrals and signposting.
- 6.6 A protocol is currently being developed to support service users with both mental health issues and drug and alcohol addiction. This will support and enable a smoother treatment journey for people who require access to both mental health and drug and alcohol treatment services.

7. Risks

- 7.1 Risks are logged, and mitigation measures are put into place through the contract monitoring framework. There are some potential risks, which are detailed below, that may impact upon the success of the contract:
- The contract sees a high proportion of people accessing the service with Severe Mental Illness (SMI), then was initially anticipated. The service is working with Kent and Medway Partnership Trust (KMPT) to ensure that robust pathways are in place for onwards referral so that individuals receive support from the most appropriate service. This will form a central part of the review that will take place in 2019/20.
 - The contract is focused upon delivering the service to those in quintiles 1 and 2 as detailed in 3.6. Overall, this percentage has fallen from 69% across Kent at the start of the contract (quarter 1 2016/17) to 48% from the most recent quarter's data (quarter 3 2018/19). The strategic partners are targeting and advertising their service in GP surgeries, gateway, community hubs and public places that are in the most deprived wards to increase referrals from these quintiles.
- 7.2 Considering the funding for this contract is secured via several different sources, there is a risk that any one of these budgets may be reduced which may have an impact on the service and delivery.

8 Conclusion

8.1 KCC has commissioned mental health and wellbeing services through a strategic partners model since 2016 which has performed well and engaged with 13,440 people to date(referrals). This service generates good outcomes and there is a demonstrated need to continue to invest in to mental health and wellbeing services.

8.2 The recent amendments to the contract specification to include Housing Related Support, Mental Health Matters, and working with KMPT shall support a clear pathway and a more joined up approach for Kent residents to recover from mental health experiences.

8.4 The service review during 2019/20 will set out the future priorities and the provision for this contract.

Recommendation

The Cabinet Committee is asked to **NOTE** and **COMMENT** on:

- the commissioning and provision of a Live Well Kent mental health and wellbeing service in Kent
- the contractual performance to date and work to deliver continuous improvement

Background documents: none

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Appendix A – List of organisations across Kent within the Network

Delivery Network by Lot			
Strategic Partner - Porchlight Lot 1 DGS & Swale	Strategic Partner – Shaw Trust Lot 2 - West Kent	Strategic Partner – Shaw Trust Lot 3 – Ashford, Canterbury & Coastal	Strategic Partner - Porchlight Lot 4 Thanet & South Kent Coast
<p>DGS</p> <ul style="list-style-type: none"> • North Kent Mind • Springboard Employment Service • Rethink Sahayak • Megan CIC • Primary Care Mental Health Specialists • Porchlight Community Inclusion Service • Porchlight Community Link Service • Porchlight Housing Support • Porchlight Community Wellbeing Network • Carers First <p>Swale</p> <ul style="list-style-type: none"> • Swale Your Way • Shaw Trust Employment Service • MEGAN CIC • Primary Care Mental Health Specialists • Porchlight Community Inclusion Service • Porchlight Community Link Service • Porchlight Housing Support • Ideas Test • Christians Against Poverty 	<p>Tunbridge Wells Mental Health Resource Centre</p> <ul style="list-style-type: none"> • TWMHRC • TWMHRC / Carers First Joint Project • Involve Kent • West Kent Mind • Maidstone and Mid Kent Mind • West Kent Housing • Shaw Trust Employment • Bore Place • Blackthorn Trust • MCCH Employment / Wellbeing • Fegans • Kent High Wield Partnership • Tonbridge YMCA • Tonbridge Citizens Advice Bureau • Tunbridge Wells Citizens Advice Bureau • Sevenoaks Citizens Advice Bureau • Maidstone Citizens Advice Bureau 	<ul style="list-style-type: none"> • Take Off • MCCH • Maidstone and Mid Kent Mind • West Kent Mind • Centra Care • Shaw Trust Employment • Canterbury Art Studio • Ashford Umbrella • Canterbury Umbrella • Herne Bay Umbrella • MarchWood • Julie Rogers Counselling • Canterbury Citizens Advice Bureau • Speak Up) • Whistable Citizens Advice Bureau • Faversham Citizens Advice Bureau • Activity Box • Abbey Physic Gardens 	<p>Thanet</p> <ul style="list-style-type: none"> • Take Off • Richmond Fellowship (including SpACE project) • Porchlight Community Inclusion Service (CIS) • Porchlight Community Link Service • Porchlight Housing Support • Porchlight Thanet Health Inclusion Service (THIS) • Rethink Thanet Way – Employment • SpeakUp CIC • Carers Support <p>South Kent Coast</p> <ul style="list-style-type: none"> • Folkestone & District MIND (Folkestone and Dover) • Take Off • Porchlight Community Inclusion Service (CIS) • Porchlight Community Link Service • Porchlight Housing Support • Porchlight JET - Employment • Shaw Trust – Employment • Maidstone & Mid Kent MIND • SpeakUp CIC • Shepway Sports Trust • Carers Support • Building Resilience

Appendix B – Case Studies

Anne's story

Before I contacted Live Well Kent I felt pretty much alone, it felt like such a relief to finally have someone listen to me. Someone who finally understood me. All my life people have not listened to me and have repeatedly told me I'm fine, when my life has never been normal. I've always struggled to maintain good mental health.

As well as autism, I have extreme sensory processing disorder which means I get overwhelmed easily. When there is too much happening, I can't process what is going on and I go into meltdown mode. I become very vulnerable and almost go into a child-like state when I try and get help people push me away because I appear threatening to them. Then what follows is depression and anger, and then I feel physically unwell. My body hurts and I feel sick.

My worker from Live Well Kent has understood more than others why I react the way I do sometimes, as she has worked with people with autism and complex needs before. She could read into my behaviours coaching me on how to cope better when I lose control.

Before I lived in Kent, doctors told me I was fine, so much that I believed it, and tried to live a normal life. I got a full time job and moved in with one of my friends. It didn't end well. I couldn't cope and things went downhill. I'd had enough of people not listening or understanding and I was getting no support at all.

I moved in with my brother to Kent and through live well Kent found the support I needed to move forward with my life. My worker from Live Well Kent helped me get my autism diagnosed. It was a relief to finally know why I always felt different to everyone else. Now I have an official diagnosis, I will be able to access support specifically for autism. My worker has also helped me apply for advocacy, as I'm not always able to be understood properly and need help communicating.

December is always hard for me because everywhere is busy, everyone gets stressed and normal routine is disrupted. All of this makes me feel stressed and my anxiety gets worse. It's a difficult month, but I know if things get out of hand, I can contact my worker to help me calm down.

One day I want teach yoga, meditation and mindfulness to SEN children. I want to help them feel hopeful and help them express themselves and be confident, like I was never able to as a child.

I am still processing everything that's been happening, so I am some way off from that, but I'm much closer to that goal than I was. I can now see how far I've come and get the right support, so I can lead a normal life.

Adrian's story

Adrian has borderline personality disorder and has suffered with depression and anxiety. He was very isolated, but since finding the courage to come to Live Well Kent's Music Appreciation Group things have become a lot better for Adrian.

I was really down with depression before. I wouldn't go out, I wouldn't speak to people. I found it hard to get out and about. I was stuck in this little bubble and I had so many barriers up. I wouldn't have thought about setting foot outside.

One day I just thought, I've got to get out and do something.

I found out about the Music Appreciation Group through the internet. My wife said there must be groups out there who could help, so she helped me look. When we found out about the group she helped me find the courage to go. She said "go for it, what's the worst that can happen?"

It was really scary at first. I had so many barriers up but I met nice people. After a few times, it made me realise I didn't need to worry so much about other people. I learned there are people out there just like me – nice, genuine people. I didn't have to be scared or frightened at these groups and I could come out of my shell. I didn't have to be shy me, not trusting anyone, I could just be who I am.

I owe a lot to [SpeakUp](#) and Live Well Kent for the help this past year. I've changed a hell of a lot. Being able to be around people again has helped me so much.

I've pushed myself so far outside of my boundaries. I've helped organise events with the group and have even started writing poetry. I'm not very good at reading or writing, so that was a big deal for me. I wouldn't have even thought about it before.

Me being able to be more independent has been good for my marriage too. I never want to be a burden on my wife and I know she's had to adapt her lifestyle for me. She has really been my rock over the past two years. She's able to have a bit more time to herself now and she can see the changes in me.

To anyone thinking of joining a local group who is afraid, I would say just try it. Don't say no to things before you've given them a chance. I know it's scary but there are friends out there. There are people who are willing to help.

Appendix C

KPI	Target	Kent Performance as at Q3 2018/19	RAG
% people maintained or improved on their Short Warwick-Edinburgh Mental Wellbeing Scale score in the quarter	70%	82%	Above Target
Number of unemployed people with SMI that have achieved Paid Employment (16hrs+ for 13 weeks +)	78	105	Above Target
Number of unemployed people that have achieved Paid Employment (16hrs+ for 13 weeks +) with CMI/prevention	20	54	Above Target
% of people maintaining tenancy or accommodation at the end of the reporting Quarter	75%	91%	Above Target
% of people maintaining /developing "I've been feeling close to other people"	50%	85%	Above Target