



## **Community Mental Health & Wellbeing Service update 29<sup>th</sup> March 2016 for the Ashford Health and Wellbeing Board**

### **1. Background**

Kent County Council (KCC), with the seven Kent Clinical Commissioning Groups (CCG's) are responsible for providing prevention, early intervention and recovery services for mental health and wellbeing. These services help prevent entry into formal social care and health systems, reduce suicide; and prevent negative health outcomes associated with poor mental health by supporting recovery and preventing relapse.

Since June 2014 a comprehensive period of stakeholder engagement has taken place, including people who use services and carers, regarding how community mental health and wellbeing services should be contracted and delivered, with Ashford providers fully participating and contributing within the engagement process to develop the new specification and model for the service.

The vision for the new service is to keep people well and provide a holistic offer of support for individuals living with mental health and wellbeing needs in Kent and to deliver support in line with national and local guidance and protocols. The new approach will put a greater focus on outcomes and engage people in innovative ways.

### **2. The Community Wellbeing Service**

The Community Mental Health and Wellbeing Service will go live on the 1<sup>st</sup> April 2016, the contract term is for 5 years with an option to extend for a further 2 years.

Following a robust, open and transparent procurement process Shaw Trust has been awarded the Strategic Partner role for the Ashford area. The procurement process was based on a fixed funding allocation for each CCG area, enabling the procurement evaluation to focus solely on quality and the impact of the Strategic Partner to deliver the outcomes that matter most to people contained within the specification.

The new service across Kent will have a common identity "Live Well Kent" and will include a number of existing grant funded organisations and new organisations specialising in arts, culture, employment, volunteering, exercise and sports, as well as linking with counselling and other social care and healthcare services.

The core of the new service is the promotion of mental health and wellbeing. The key outcomes below ensure that people:

- are connected to their communities and feel less lonely and isolated
- have more choice and control and feel empowered
- have access to a wide range of opportunities to support their personal recovery which include life-long learning, employment and volunteering, social and leisure and healthy living support
- are appropriately supported to manage their recovery

The new service offers open access, where people can refer for an assessment and will be offered a range of services matched to their needs. There will be a number of ways people can access the new service. This includes a Freephone telephone number, via a health or social care professional referral, by walking into a community building, or online. The service has a target to respond to new enquiries within two working days to ensure people with mental health needs can be supported quickly to ensure crisis are avoided wherever possible.

### **3. The Ashford Live it Well Centre**

The Ashford Live it Well Centre building is owned by KCC and there are no plans to sell. KCC is actively working with Shaw Trust to transfer the lease to ensure continuity for the current organisations working from the building. Shaw Trust envisage this building becoming a community hub involving local charitable and community organisations. As part of the hub proposal, teams from primary care, social care, Improving Access to Psychological Therapies services, Kent Enablement and Recovery team and other relevant services would be co-located at the site creating holistic support for service users. The priority is to deliver a service that are user driven and responsive to local need.

This new service will offer a broad and diverse delivery network supporting service users to achieve their goals and aspirations.

Shaw Trust has had discussions with a range of providers throughout the procurement process, and post contract award with organisations interested in being involved in the delivery of the new service. Shaw Trust recognised early on that grant funded organisations had concerns about how to adapt to the new funding approach, and how to deliver against the new outcomes for the service. They have responded by offering 6 month grants to enable existing provision to continue. Within the Ashford area providers include Porchlight, MCCH, Ashford and Tenterden Umbrella, Centra Care and Support. Additionally, Shaw Trust is looking at how they can support smaller charities to bid for additional funding opportunities. We all believe that the new contract is an opportunity to deliver better outcomes for people. It is important that community organisations form an important part of the delivery and we are all committed to achieving that ambition.

Shaw Trust will continue to provide updates to local Mental Health Action Groups (MHAG's), which has included a question and answer briefing as well as general information. Going forward Shaw Trust will be inviting the Chairs and Co-Chairs of

all service user representative groups to meet with them and share their views, answer any questions and set our approach to delivering this service. This engagement will remain a feature of their continued communication.

This is an exciting opportunity to deliver a more focused and person-centred approach to mental health support in local communities across Kent.

#### **4. Attendance at the July 20<sup>th</sup> 2016 Ashford Health and Wellbeing Board**

In order to fully inform the board of the commissioning strategy and procurement process and to update regarding the new model of care and delivery, Emma Hanson, Head of Strategic Commissioning for KCC and Austin Hardie Director of Charitable and Enterprise Activity at Shaw Trust will attend to give a full presentation and will be available for a question and answer session.

KCC, the CCG's and Shaw Trust are committed to improving outcomes for people with mental health concerns. This new model of delivery has been designed to improve outcomes for individuals but also importantly to support the voluntary, community and social enterprise sector to flourish and grow their capacity to deliver high quality support ensuring the success of this new service.

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**Austin Hardie**  
**Director of Charitable Operations & Enterprise Activities**  
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