



Commissioning for empowerment and inclusion

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Presentation outline

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- Using the joint commissioning process to transform services
- What can be achieved, what obstacles arise and ways of overcoming them
- Service users as equal partners in commissioning

Setting the scene

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- Day and vocational services are central to supporting people with mental health problems to gain employment and participate in their communities
- Money and staff are tied up in expensive services that, although valuable to some who still use them, do nothing for the growing number who have different aspirations
- Current services need to change and this is complex
- Commissioners hold the key to this and should lead the way

About Time

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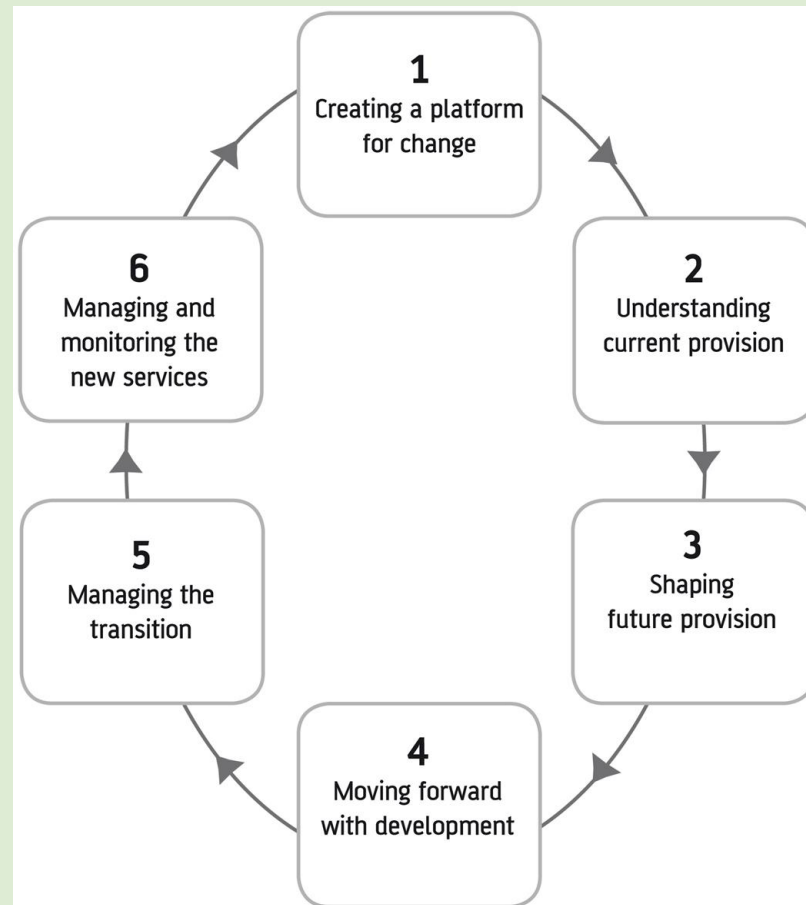


- Provides a step-by-step guide to manage change from a joint commissioning perspective.
- It includes information to help develop:
 - A joint strategic needs assessment on employment and mental health
 - Evidence-based service specifications
 - Tools for the on-going monitoring and development of day and vocational services.



Six key stages in the re-commissioning process

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What can be achieved

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- All providers are now from the voluntary, community or social enterprise sector
- Providers work in an integrated way with both the mental health clinical teams and community organisations, to provide pathways of support for individuals.
- There are clearly defined contracts through one joint commissioning arrangement between the local Primary Care Trust and the Local Authority.
- With each contract, there is a detailed service specification drawn up in line with the needs and aspirations of the local population and based on evidence-based practice; providers are clearly accountable for service delivery and outcome monitoring.

What can be achieved

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- It is possible and by taking a whole-systems approach, despite the complexities and the time involved, it can enable:
 - Improved outcomes
 - Greater one to one support
 - A change in culture
 - The realisation of services with a focus on community involvement and participation.

'I have tried to work before but I was not getting the support that I needed and I lost lots of jobs. If I had known my employment advisor in the past, I am sure that I could have got a job sooner and kept it too.'

What obstacles arise

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- ❑ Overcoming the dilemma of having such polarised views of current services
- ❑ Maintaining the aspects of services which people valued most 'building on the best'
- ❑ Managing the impact of transferring services from the NHS Trust
- ❑ Ensuring services are in place prior to service closures
- ❑ Supporting service user effectively on the commissioning group

Keys to success

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- ❑ Continued and committed Director level input from all parties
- ❑ Service user involvement from the outset and throughout
- ❑ Independent expertise and project management
- ❑ Extensive informal and formal consultation
- ❑ Expert contractual and communications advice throughout the process
- ❑ Support from the existing NHS Trust provider – finance, estates, human resources
- ❑ A collaborative commissioning approach with all providers

Service users as equal partners in the commissioning process

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- Carole Millard
- Anne Arnold

- The strengths and the drawbacks



Thank you

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About Time: www.scmh.org.uk/employment