



Homelessness & Adult Safeguarding: Best Practice in Commissioning

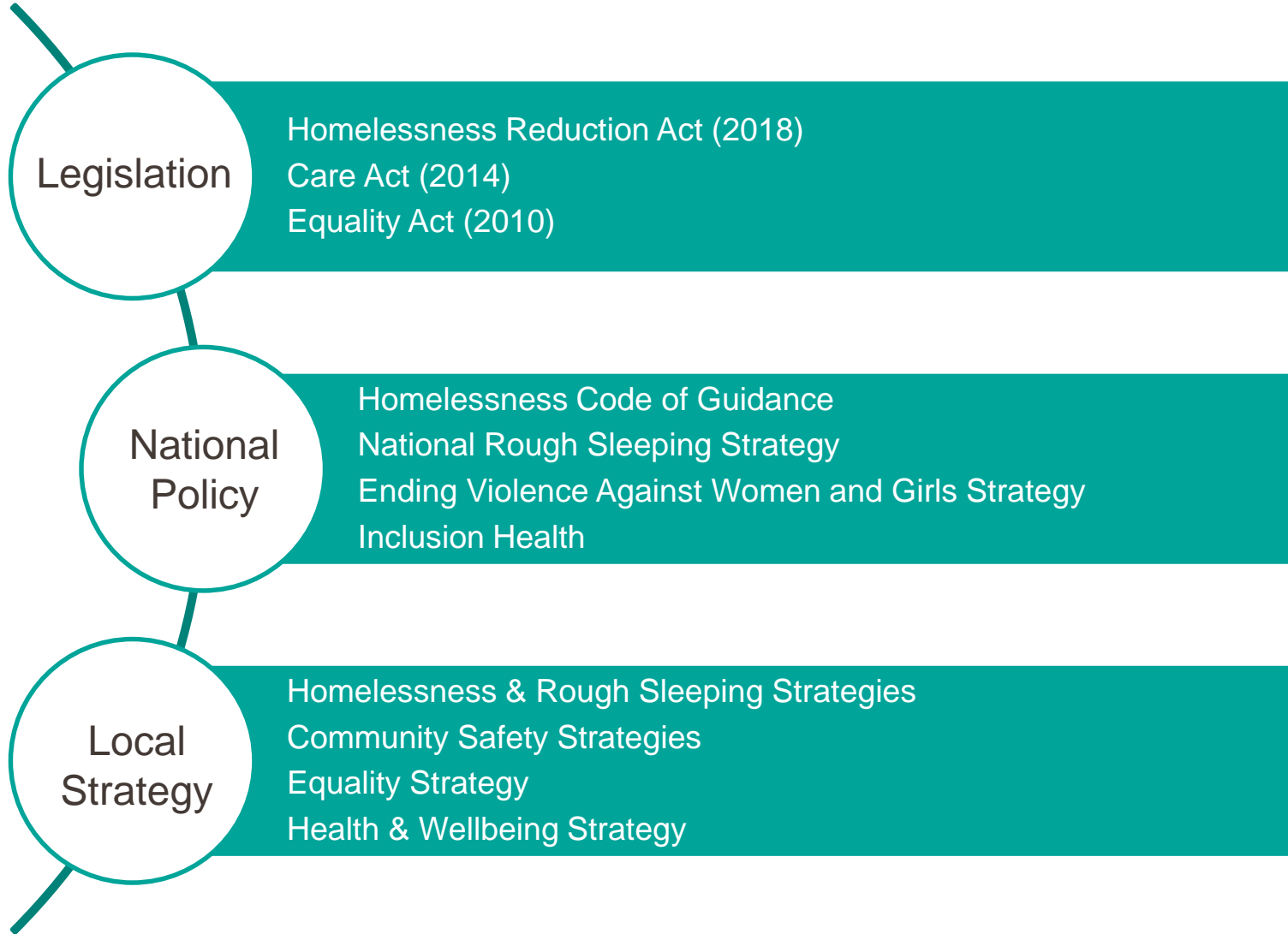
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Jan 2021

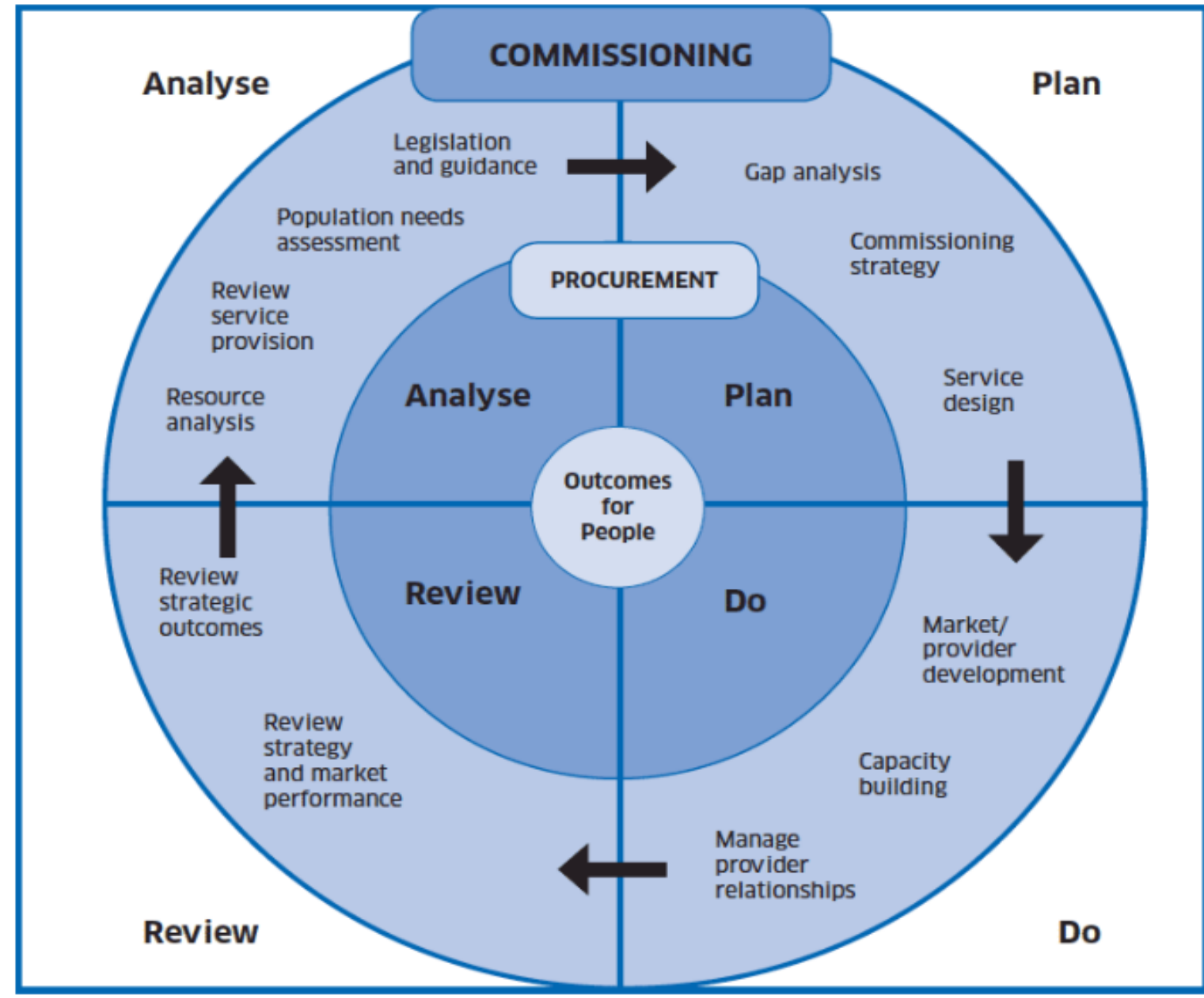
Commissioning Overview

- Commissioning is the continual process of planning, procuring and monitoring services.
- It is argued that competing for resources encourages greater efficiency, responsiveness, and innovation from providers
- Commissioning homelessness and housing-related support services began in 2003 with the Supporting People Programme
 - The programme identified housing-related support as a key enabler for vulnerable people to live fulfilling lives
 - Prevention, empowerment and independence were within it's key aims
 - As was a commitment to quality, improvement and accountability
- In an assessment undertaken in 2009, CapGemini calculated that the net financial benefits of the programme were £3.41 billion

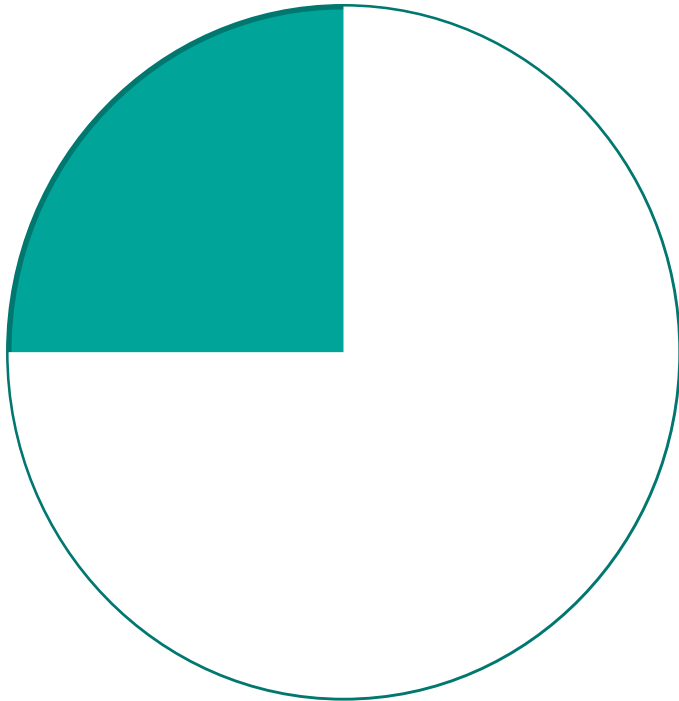
The Strategic Case for Commissioning



The Commissioning Cycle



Analyse



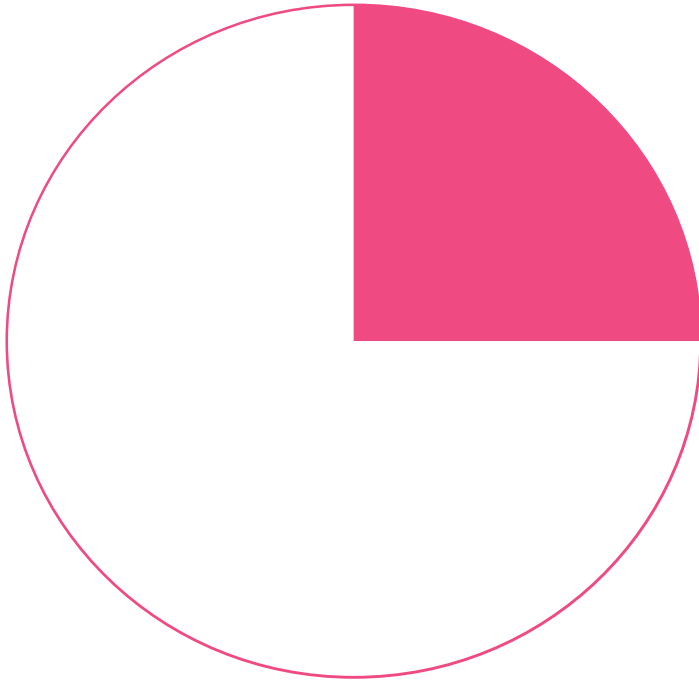
Activities

- Co-production
- Needs Analysis
- Gaps Analysis
- Resource Analysis
- Stakeholder Feedback
- Legislation and policy directives
- Local strategic aims

Outcomes

- Understanding what people want and need
- Understanding legal requirements
- Understanding local priorities
- Understanding local pathways and partnerships
- Mapping what and who is (and isn't) part of the local system

Plan



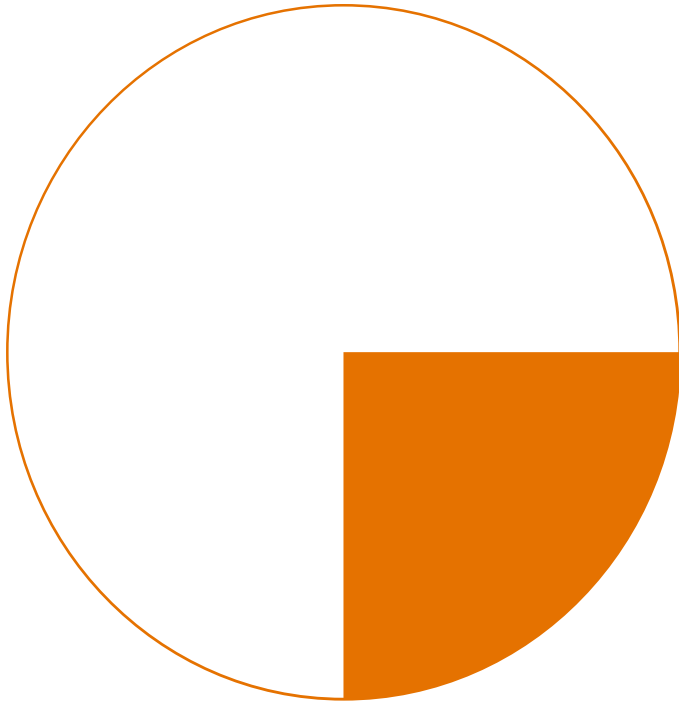
Activities

- Co-production
- Commissioning Strategy
- Procurement timelines
- Service Design & Specification
- System Mapping
- Referral Pathways

Outcomes

- Understanding resources available
- Integrated and aligned service design
- Efficient use of resources
- Investment of partners and stakeholders

Do



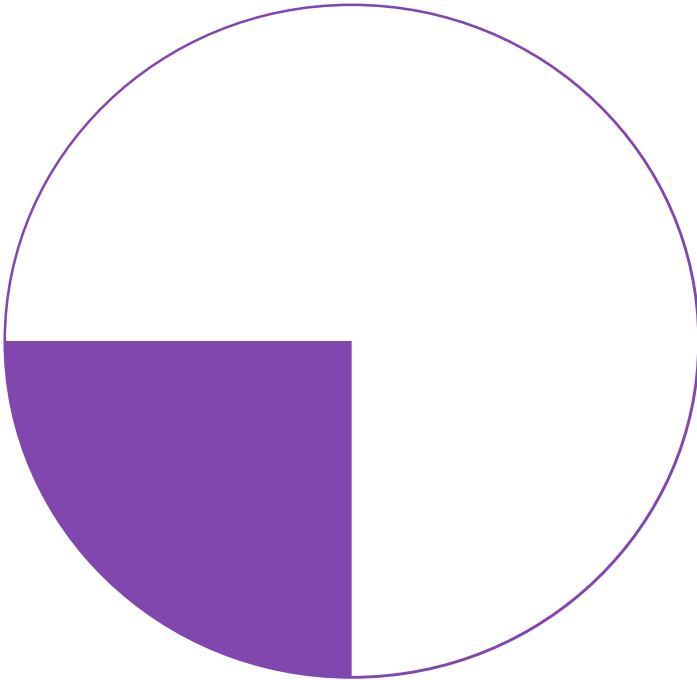
Activities

- Co-production
- Market engagement and capacity building
- Tendering process
- Bid evaluation
- Implementation
- Service Delivery

Outcomes

- People playing an active role in the local homelessness system
- Robust provider selection (quality & price)
- Services up and running

Review



Activities

- Co-production
- Contract Management
- Key Performance Indicators
- Incident Reporting & Fatality Reviews
- Communities of Practice
- 360 Appraisals

Outcomes

- People are involved in improving services they use
- Understanding ‘what works’
- Understanding local pathway blockages
- Action planning

Psychologically Informed Environments



Evidence Building

Audit & Evaluations

Best practice forums

Staff and service user feedback to review model

Information systems



Psychological Frameworks

Reflective Practice

Alternative responses to distress/conflict

Alternatives to eviction and exclusion

Trauma-informed

Gender-informed



Learning and Enquiry

Reflective Practice

Training opportunities

Complex Case Discussions

Critical Incident De-briefs

Multi-agency forums



Environment and Social Space

Welcome processes

Co-location

Non-institutional environment

Furnishings & décor

Building management and repairs

Locality Procedures



The 3R's

Community Charters

Community Strategies/Charters

Tenancy conditions

Job and community roles

Recruitment practices

Compliments and Complaints

Integrated Systems

- Data systems
- KPI Frameworks
- Joint Policies & Procedures

Aim:

A system that sees the whole person & offers support that disrupts the revolving door of homelessness, prevents criminal justice involvement and reduce health crises.

