

## Extract from County MHAG minutes 17<sup>th</sup> February, 2016

Shaw Trust and Porchlight were unable to attend the meeting but provided individual updates which have been circulated. The following response to the Q&A raised at the County MHAG are colour co-ordinated as follows:

Responses from **Porchlight** and **Shaw Trust** with further questions raised.

### Questions & Comments:

1. Housing Support services were told they would not be affected or included in this round but the Porchlight update says it is. Guidance for housing support was one of the needs addressed. The statement says current services will continue and will be reviewed after March. This is ambiguous and needs clarification  
**The current Mental Health floating support service has been brought within this contract but no other housing support services. Porchlight are redesigning the service to be able to respond more quickly to housing needs as well as to give long term support. Porchlight are liaising closely with Lookahead to see the best way forward for service users.**  
**The current Mental Health floating support service has been brought within this contract but no other housing support services are affected. Shaw Trust understands that housing support is an important part of community health and wellbeing services. We are working with Centra Care in the Ashford, Canterbury and Coastal area and West Kent Housing Association in the West Kent area as our significant delivery partners to deliver this.**
2. Partners appear to be project managing, concerns they will commission themselves to deliver this 60% limit. 250 sheltered housing projects by Shelter have been discontinued. They don't have buildings but do provide a service.  
**Porchlight is contracting partners from a wide range of services. We want to keep a wide and diverse network including the main mental health organisations in the four CCGs who bring a great amount of knowledge and expertise. We work collaboratively and will seek over the 5 years of the contract to grow and expand the partnership working in our Lots.**  
**Shaw Trust will be overseeing the management of the contract as this was the requirement from Kent County Council to be a strategic partner. This includes the Programme Lead, Network Development Manager and Admin. However, any direct delivery that Shaw Trust has, i.e. Wellbeing Navigators and employment support, will be reviewed on an on-going basis to see if there are others organisations that can deliver this for us. Our priority is to provide the best possible service to people needing mental health and wellbeing support. We are keen to work with organisations to help them to build their capability and capacity throughout the five year contract and to support them to take over different areas of delivery if they are best placed to do this.**
3. What is provided for people with long term conditions? Long term is not a year it is 12 months plus. Will they get more than 12 months support or can they be picked up again through the care navigator. Doubts were raised that system could ever work. It was noted that services are already in place and data will be transferred to Shaw Trust/Porchlight but we need to know where services will be and how long for. Lynne advised that the most asked question was re consent forms to pass on data but information was sent out so late there was nothing to tell clients about the new service. Juliette advised she did not feel able to tell clients at yesterday's forum as she had no information to give them. She also pointed

out that some people might not be accessing services so their details won't be picked up and passed on.

Porchlight understand that some individuals need long term support on their recovery journey. Not all our services have a strict time limit and we are keeping a safety net of provision for those who need it longer term. All activities, groups and support we are funding are recovery focussed. During the first year we will look carefully at the impact and outcomes of services. We expect to make changes at the end of the first year and will ensure service users and carers are involved in these decisions. Porchlight has a strong tradition of service user co-production and will bring this to the service.

Shaw Trust is committed to providing a service that is needs-led and responsive to service users. As such, referrals will influence our service delivery. We have offered a number of organisations in principle agreements to deliver services from April, focused on recovery and progression. We understand that there have been concerns over whether this means progression into employment. This is not the case. Instead, this is any progression that service users identify as being important to them. The aim of the new service is to give people the tools to support them in managing their conditions. We understand that some people may come into contact with the service multiple times over an extended period of time. The service allows for this and is designed to meet people's needs.

Regarding data, Shaw Trust has spoken to the organisations that were collecting this information and advised them that we no longer require this as it was proving too difficult to get in the timeframe. Anyone wishing to access the new service can refer themselves or be referred by their current service provider. We will then talk to them about data and their information.

4. Porchlight are collating all of this information to give to Shaw Trust for Maidstone area. Porchlight are seeing level 1 and will be stepped up to Shaw trust if needed. In 6 weeks the service will look very different. Some are already ill thinking about this and they are not being given any indication about what it will look like.

Porchlight are not currently collating any information for Shaw Trust. Shaw Trust have asked Porchlight to provide their telephone referral line so the same number will be available across Kent – people often do not know which CCG they are living in so this makes it more straightforward. Our Primary Care Link Workers, who have been working across Kent for the past 2 years, have been asked to take on seeing all referrals for Shaw Trust.

Porchlight is not currently collating any information for Shaw Trust. Shaw Trust is contracting with Porchlight to provide our telephone referral line, initial wellbeing assessment (to determine eligibility for the service and required activities and groups) and the on-going support for people who require services in the short term (up to 8 weeks). Longer-term support will be provided by the Shaw Trust Wellbeing Navigators who will work with delivery network partners to provide the services that are required – for example housing support or wellbeing activities. If you are a current service user, your existing provider will be discussing with you any changes that may be happening.

5. There are 4 care navigators in West Kent. For how many people? How can they manage this? Someone would need to know your service really well to refer them to you.

[This is not applicable to Porchlight.](#)

Shaw Trust is recruiting four Wellbeing Navigators across West Kent, Ashford, Canterbury and Coastal. They will work with service users to determine what support they want and need and will liaise with our delivery partner organisations that can provide this. Shaw

Trust will also have volunteers who can give additional support. Shaw Trust's Wellbeing Navigators will speak to service users on a regular basis to ensure that they are happy with the services they are receiving from organisations and that they are progressing according to their individual goals and aspirations.

Why is this question not applicable to Porchlight? Why are the Care Navigators only covering West Kent and not the whole of Kent?

6. We do not feel our service users have been listened to. The new Strategic Partners are still negotiating with tier 3 services but it is not their fault it is down to KCC.

Porchlight submitted funding levels in the tender as requested and all our delivery partners knew from November 2015 how much they were getting. We have kept to the same amounts so there have been no surprises for our partners. Where a partner has decided to withdraw, we have other partners willing to take on their organisation.

We cannot comment on the consultation process, but understand Kent County Council undertook an extensive programme of engagement regarding how community mental health and wellbeing services should be contracted and delivered. This was to ensure service users, providers and key stakeholders were able to influence the development of the new service. Shaw Trust is committed to working with community organisations to deliver the best possible service to people needing community mental health and wellbeing support.

Further question/comment: The response to question 5 says there are no cuts in funding yet response to question 8 refers to "those organisations who have received reduced funding". KCC, Porchlight and Shaw Trust need to acknowledge this and be honest. There have been many cuts, MCCH only received a third of their normal funding and can no longer afford to pay rent on their Live It Well buildings in Ashford and Dover; some organisations have had to make staff redundant and reduce their services as a result; Lookahead and Winfield Trust are closing down altogether. Where has the balance of this money gone? Where will people go instead? What will be offered instead of informal day services?

7. Shaw Trust have talked about transition period but have they got enough staff? Zero hour contracts are not sustainable. Were very transparent about what they had been left with but have a lack of understanding about mental health.

Not applicable for Porchlight.

Shaw Trust is committed to delivering the best possible service to people needing to access community mental health and wellbeing support. Staff from other areas of the charity are supporting the implementation of the contract and will be continuing to do so for the first six months of the new service. While we are recruiting for four Wellbeing Navigators to work on the new service, we have Wellbeing Navigators across the country who work with people with mental ill health and they will be delivering the service in Kent for the first two months during the recruitment process. Shaw Trust does not use zero hours contracts.

Shaw Trust works with people with a range of health barriers to support them to gain skills, find work and gain greater independence. We have experience of supporting people with mental ill health and our priority is to provide a service that meets the needs of local service users.

Why does this not apply to Porchlight?

8. Andy confirmed that CCGs have engaged with this but on the periphery. Each CCG is represented. Noted that very experienced Care co-ordinators were doing more care

navigating than their job. Navigator must ensure people are directed to the right place rather than doing it themselves. Mobilisation and procurement has been clear from the start but they have underestimated how long it will take to mobilise this.

Not applicable for Porchlight.

The timescales for mobilisation and transition are challenging. Shaw Trust is committed to working with community organisations to deliver the best possible service to people needing community mental health and wellbeing support from 1st April. We have also offered a number of organisations funding to work with us during this transitional phase to ensure a smoother transition to the new service.

Why does this not apply to Porchlight? See question 4 above.

9. What happens to those whose service is closing?

Porchlight has aimed for continuity and change. We have asked all delivery partners who are receiving less funding to let us know if any service users will be left without a service. We are working with them to ensure everyone has something. Lookahead have sent a list of people this week and Porchlight is seeking to ensure each person continues to have a service.

In the first instance you should discuss this with your current service provider. Shaw Trust has offered transitional funding to organisations and has asked them to provide detailed timetables of activities they will be providing so that this can be shared with people who are referred to the service. Anyone can refer themselves into the service and the referral line, email and postal address will be shared shortly.

Some organisations who had agreed to deliver services have now withdrawn due to the cut in funding. How is this financially viable?

10. How quickly is step up/down to take people back in again?

Porchlight already work closely with the Primary Care Mental Health Specialists to escalate services for people who are unwell. Our network includes a range of current services as well as increased peer support and access to mainstream activities. Services will be provided according to each service users need.

Shaw Trust understands that some people may come into contact with the service multiple times over an extended period of time. The service allows for this and is designed to meet people's needs. We have a rapid re-entry system within our model so that anyone who was previously using the service can be rapidly seen without having to go through the whole process again.

11. Define Tier 1 and 2? If accessed at level 1 and need to move up to level 2, how is this managed?

Not applicable to Porchlight. Monitoring information does require stating if a service is a low or high level intervention.

Porchlight will oversee the Level 1 journey for Shaw Trust – this is the shorter term journey that could last up to 8 weeks. We understand the need for flexibility in the programme and our priority is to provide a service that is responsive to service users' needs. If someone is being seen by Porchlight and their needs appear to be longer they will be referred to a Shaw Trust Wellbeing Navigator who will then support them. In some cases these people will be in the same building so there is minimal impact.

Why does this not apply to Porchlight? Shaw Trust response clearly states it does.

12. Shaw Trust/Porchlight should have something on their website so that service users can access this to help them feel assured that it is not just about getting into work as some cannot cope with that. It is not always an end result possible. Staying where they are can be a good result for some and will not be on a journey – just managing to coping. Some recover some don't. Different for everyone, can be better in a week but might not.

There is information on Porchlight's website under "Health and Wellbeing". This includes our current services and will expand to include links to our delivery partners' websites. We will suggest adding a "coming soon ..." section including links to our partners.

The link to Live Well Kent website at the bottom of the page does not work.

Shaw Trust is an employment, learning and skills charity which helps people to achieve their aspirations to move into work and to live independent lives. As such, we do not only deliver employment focused programmes. Through our social enterprises we offer disabled people the opportunity to participate in voluntary placements, vocational training as well as more therapeutic interventions such as woodwork classes. We also provide Apprenticeships to young people and work with ex-offenders to prevent re-offending by helping them find suitable housing, reconnect with their families and to gain new skills. We therefore understand and value the importance of non-employment focused interventions to the recovery of people with mental health conditions. Our offer for the new service in Kent will also reflect this commitment to therapeutic support.

In terms of Shaw Trust's website, the diverse nature of Shaw Trust's delivery is reflected throughout the site. We are happy to build a specific page for this new service if our partners and service users feel it would be helpful.

The Live Well Kent service is impossible to find on Shaw Trust website. Why is it under the heading Commissioners? If a person was unwell they would give up before finding it. This needs to be easily accessible.

13. What are Care Navigators qualifications?

Not applicable to Porchlight.

Shaw Trust will be recruiting Community Navigators that demonstrate the right mix of qualifications, experience and competencies for the role. In particular, we are looking for individuals who demonstrate the following competencies:

- An ability to support individuals to make positive changes through innovative and creative approaches
- Commitment to work in co-production with clients, their carers and families
- -Strong commitment to the principles of inclusion and recovery and able to deliver these in their daily engagements
- Ability to practice the principles of de stigmatisation and empowerment
- Ability to scope and source new opportunities
- Understanding of mental health challenges and their impacts on individuals, families and communities

Why does this not apply to Porchlight? See question 4 above.

14. Current providers don't know what to do when their funding ends – where will these people go?

Porchlight offered funding to all current providers in November. We are not aware of people who will be left without a service but please let us know if this is not the case. We have been contacting Lookahead since January and are pleased to have met to talk about the way forward.

Shaw Trust is committed to providing a continuation of service for people in need of the new service in our delivery areas. If we are not able to continue funding the existing organisations delivering the service, then service users will still be able to access support via Shaw Trust. However, Shaw Trust recognises and values the work that existing providers of the service in Kent have delivered, and during the transitional period will work with organisations to identify what works well and creates impact. To date, we have granted six month grants to existing organisations to continue their work on the ground with their existing service users.

See further question under number 5 above. Some services HAVE closed.

15. Ask both Strategic Partners to communicate simply with an outline of their service with a clear pathway rather than through press releases. Flow chart would be useful and an agreed date for this as soon as possible.

Porchlight does not have a clear pathway because of our “no wrong door”. Individuals and those referring people can continue to approach services directly or can go through the central referral unit. There will then be many different pathways depending on the choice of the service user. Each service will do the same initial assessment which will help the person access not only that service but whatever else they need or want to access.

Shaw Trust is happy to provide you with a detailed overview of service ourselves and our partners will deliver across Kent. We are currently finalising partnership agreements, and once this is complete further details of our service offering will be shared.

Challenge the “no wrong door” (see April County Question raised by SWK MHAG  
– client says CMHT and IAPT are now closed to her for long term needs.

16. What is communication strategy with GPs?

Porchlight community link workers already cover the GP practices across Kent so referrals will continue to be made directly. We have had positive feedback regarding “no wrong door” as this enables good relationships between GPs and local organisations to continue. There is also the central referral unit number which GPs or the surgeries can ring.

We have had detailed conversations with the CCGs in DGS and Swale and in SKC regarding communicating with GPs and information will be sent out by the CCGs. We work closely with the Thanet CCG and are planning a further updates.

Shaw Trust recognises that GPs are key partners for the new service. As such we are in the process of developing marketing materials to promote the new service to GPs across the region. This material will also inform GPs how to refer service users to the new provision. The new service will also work closely with GPs in a similar way to the old 'Community Link Worker Scheme'.

What does Shaw Trust mean by “ the old 'Community Link Worker Scheme’”? Has this service ended?