

THE PLYMOUTH ALLIANCE BRIEFING FOR STAFF – DECEMBER 2019

Plymouth City Council, in partnership with people who use services and people who work in those services, co-designed the new complex needs system as one which will enable people to be supported flexibly, receiving the right support, at the right time, in the right place. 25 separate services (contracts) have been brought together to ensure a new single system was co-produced (designed) to offer an improved experience and better outcomes.

On 1st April 2019 Plymouth City Council awarded a single contract to:

The Plymouth Alliance: BCHA, Hamoaze, Harbour, Livewell, Path, Shekinah, The Zone

The contract has been issued initially for 5 years and can be extended until 2029 to ensure the transformational change needed can be fully implemented. The contract value includes the total emergency accommodation budget (inc B&B) for the City, for which the Alliance now hold responsibility. The Alliance now 'commission' themselves and a number of sub-contractors and have the opportunity to completely change the way in which services are delivered.

People using the system will be provided with everything from a brief service, such as advice and information, to longer term on-going support and treatment, access to a range of meaningful activities and group work, a variety of sustainable temporary and longer term accommodation and an opportunity to reduce social isolation.

Key Changes

- A no wrong door approach, where someone can present at multiple points into the system and expect to receive the same high quality, consistent offer.
- A system of complex needs workers who deliver support flexibly to meet the individual needs of the person accessing services with a single worker accompanying them on their journey through the system.
- A reduction in duplication and inefficiency; a single shared assessment and a workforce that can deliver support holistically with reduced hand-offs and signposting.
- System decisions being made collectively about resources using a 'best for people using services' principle

Achievements:

- Coordination and improvement of access to temporary accommodation
- Improved and more joined up responses to rough sleeping
- Shared accommodation strategy
- Start of shared workforce development
- Financial efficiencies achieved in order to direct resources to where they are most needed

Priorities:

- Development of single referral pathway, assessment and case management approach
- Workforce development strategy and commencement of delivery of training plan
- Communication Strategy and planned engagement events across the system
- Developing a referral and discharge protocol with statutory partners
- Providing a comprehensive multi-agency support team that offers specialist interventions for medical needs, mental health, substance misuse and accommodation