

Our vision

Our vision

“Making a positive difference every day, supporting you to live as full and safe a life as possible and make informed choices.”

What we want to achieve

The purpose of this document is to describe our shared outline commissioning intentions within Kent and our values, aspirations and expectations. These intentions do not sit on their own and make up part of our strategies and plans for adult social care Kent and will be supported by a delivery plan and market position statements.

- Our commissioning is based around a solid understanding of legislative and statutory requirements.
- We have a sound understanding of our stakeholders and evidence of need.
- We engage with our partners in our co-design process and understand the opportunities for collaboration.
- We are open-minded about how best we achieve our outcomes.
- A robust planning approach means that we have built in sufficient time to influence the outcome or can respond quickly to new opportunities.
- A commitment to a robust assessment of cost and demand to enable sustainable commissioning.
- We seek out opportunities for innovation through business process transformation and technology.



Commissioning Intentions

Commissioning Intentions

Through listening and co-production, we have designed our intentions to support the delivery of our shared, future ambitions and help people to make decisions about their care and support.

You can read the full intentions in the main document, in short they are:

1. **Prevention:** work to prevent, reduce and delay the need for social care.
2. **Awareness and information:** ensure good information is there for people at the right time in the right place.
3. **Integrated services:** transformation programme for public health services.
4. **Technology and data:** use and share new technology in social care.
5. **Wellbeing:** work with partners and health to ensure people have person centred support.
6. **Community:** continue to build on the development of resilient and well connected communities.
7. **Self directed support:** give more people choice and control over organising their own support.
8. **Alternate models of care:** creating an alternative approach to traditional commissioned services, enabling people to live a healthy, fulfilled and independent life.
9. **Brokerage:** have a joint team with Health to arrange care and support upon hospital discharge.



10. **Accommodation based support:** work with system partners to ensure people can live in their own homes with support.
11. **Environmental:** ensure risks and opportunities are managed positively to deliver the best health outcomes.

Future Opportunities

Our shared ambitions described within our strategies, will mean a shift from how care and support is currently arranged and delivered, to give people more choice and control over the support they receive to meet their eligible needs. This will start with more people being offered direct payments with the right support mechanisms in place, to ensure they have the choice and control to arrange their own support.

Provider Relationships

We will ensure a more flexible approach to contracting, to offer people choice and control. We will need to change our relationship with local businesses, voluntary and community sector partners and registered care and support providers to ensure services can be reshaped.

We will continue to build strong partnerships and ensure services are co-produced to keep the person at the heart of everything we do.

Working to achieve our vision

Working to achieve our vision

Market Development Team

The team is creating new models of care, so that people who draw on care and support in Kent, have more choice and control about how their needs can be met. They work in local communities to understand the care that people want and work with those who would like to deliver it. Potential providers of these new small businesses are supported through an accreditation programme and assisted in accessing available funding or training.

Market Support Team

The team supports our care market to drive quality in care and safeguarding improvements. They create opportunities to gather, co-ordinate, analyse and report feedback from people we support, their families, unpaid carers, and others. They build supportive, collaborative relationships with providers; sharing and showcasing good practice and support providers to develop, implement and review quality improvement action plans.

Workforce Development Support

Joint health and social care workforce roles support care sector engagement and provide ongoing training, support, resources, and recruitment initiatives to registered managers across all care sectors. This is invaluable to keep care markets up to date on current initiatives and legislation, provide training and develop peer networks.

Market engagement

We continue to work in collaboration and partnership with communities and partners, to develop relationships and build trust across the sector. We are co-designing future models, which includes, helping providers with their digital care sector journey and building community assets. We are committed to seeking innovative ways of working to ensure the best outcomes for people.

Our Charter of Expectations

People rightly have expectations of what we do as commissioners, therefore, we have co-produced charter of expectations. Commissioners will take these into account during their commissioning activities and be able to evidence where they are taking these considerations into account – moreover, there must be clear evidence of co production and engagement with those that would be affected by the service and/or provision.

Our Charter

- Respect us and be kind
- Include and accept us
- Listen, understand, and act upon what we say
- Let us lead and make decisions
- Be honest and trust each other
- Support us to grow and learn from our experiences.

Find out more: Kent.gov.uk to read the full document, and read our ASCH strategy. Contact us: adultscommissioning@kent.gov.uk