

KCC's Commissioning Priorities and the Wellbeing and Resilience Strategy

VCS Provider Event

17th October 2018

Lenham Community Centre

Questions and Answers

- *Are you expecting Care Navigators to identify demand in whole areas of Kent (e.g. East Kent) and what about those people who are already in services and don't need care navigation services?*

No, there is already a lot of information available, we need to work smartly with providers in order to specify what people want and where the gaps in services are by using a wide range of the information already available to us.

- *Moving to contracts from grants – can we ask that we contract for longer time periods (e.g. 3 years, 5 years etc) and not annual contracts so organisations have more certainty?*

Each contract will follow an open process and we anticipate this will be for a longer period of time e.g. potentially 5 or 6 years

- *As the core offer has now been replaced, do the interim arrangements apply to those providing services to people with physical disabilities?*

The interim arrangement is for anyone currently receiving a grant. Community Navigation is currently focussed on services for older people.

- *Moving to contracts from grants - contracts are specific and ask for specific outcomes and don't consider other services that providers are delivering alongside this outside of grant funding. What effect will this have on these other services and colleagues?*

This is a fair challenge, we are determined that the resources we have are allocated to the outcomes we need to achieve, and we shouldn't be moving away from that. We are here to work with you through these challenges and on how we can create solutions.

- *Smaller organisations don't have the same cash flow as larger organisations, and therefore aren't able to have the same opportunities.*
- We must be Care Act compliant and ensure that those with eligible care needs receive services. Although we appreciate the valuable work providers do, we must work within the financial constraints that we have. We are focussed on investment in prevention. We are committed to making sure large and smaller organisations have the same opportunities. Putting a value against volunteering time may be one way of doing this.
- *How can you prove cost savings for preventative measures?*

This has always been difficult. We know that preventative measures are of a great benefit, but this is hard to prove, this is why we are asking providers for some of the information we are. We also need to make KPIs a mechanism to measure this information.