

TRANSFORMATION OF ISLINGTON'S ADULT SUBSTANCE MISUSE SERVICES

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Key areas

- § Background information
- § Why did we need to transform services?
- § Procurement process
- § Successful bidder
- § Vision for the redesigned service



Background

- Substance misuse services have been part of a programme of transformation and redesign since 2014
- Savings of £2.3 million have been delivered since 2014/15
- As part of the substance misuse transformation programme, and as part of Islington Council's medium term financial strategy, public health commissioners were committed to finding a further £1.3 million of savings
- By the start of the new contract in 2018/19 the cost of the services will be £4,900,000 per annum
- This represents a £1,511,500 (23%) reduction on 2017/18 contract values for the adult services in scope.



Why did we need to transform services?

- Services have historically been commissioned via a range of different funding streams
 - As a result different parts of the drug and alcohol treatment service pathway have been designed and commissioned separately
 - Consequently different service types were provided through the same organisations and some areas provided by several organisations
 - Pathways and referral routes into services have been complex and confusing
 - Service users have faced multiple assessment, hand overs and case working arrangements
 - Due to the current challenges facing local authorities there is a need to ensure that services are operating as effectively and efficiently as possible which has been demonstrated through the procurement process.
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Procurement process

- Extensive consultation with service users, families, health and social care services and residents
- Good levels of interest from providers with 7 bids submitted
- Involved members of the local drug and alcohol service user forum – ICDAS (Islington Clients of Drug and Alcohol Services) – in as much of the procurement process as they wished to participate in. This included writing the vision for the new service model:

Service users are navigated around the treatment options of their choice by one worker who is knowledgeable of what's available, can offer hope, is straight-forward, honest and genuinely cares about their empowerment, recovery and future well-being.



Service user view on their involvement

What worked:

- Joint commitment
- Discussions and agreement on the process
- Service users' involvement in developing specifications
- Critical challenge to commissioners about consistent and meaningful co-production
- Procurement training for service users
- Involvement in ITT questions
- Leading on presentation questions
- Marking bids
- Involvement after the contract has been awarded



Service user view on their involvement

What could have been improved:

- Make language easier to understand
- Make procurement training on marking the bids more practical rather than classroom style
- Make the 'Meet the Buyer' presentation day longer to enable service users to set out what they want to achieve, for example by having focus groups or workshops
- Give the bidders a longer time-window for their presentations as part of the procurement.



Successful bid

The contract has been awarded to:

Camden & Islington NHS Foundation Trust in partnership with Blenheim CDP
and Westminster Drug Project

The new service will be in place from April 2018



Vision for the redesigned service – C&I

- **C&I** provide SMS in Islington, Camden and Kingston. With **WDP**, we have transformed services in Camden and Kingston to be more recovery-focused and service user-led
- We want to bring this transformation to Islington in partnership with **Blenheim**, who bring their unique experience of working with families and carers in Islington

C&I, WDP and Blenheim are a ready-made partnership that will put co-production at the heart of services in Islington.

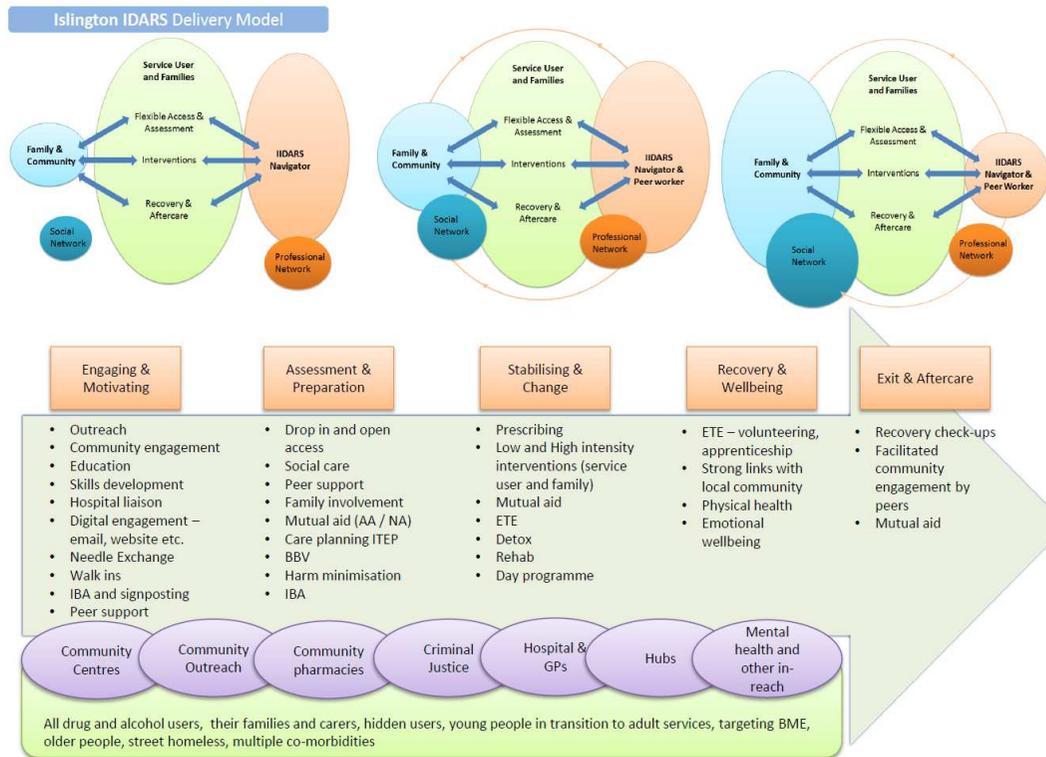


Community focus

- § Bringing the outside in:
local voluntary services into
the substance misuse treatment pathway
- § Taking the treatment services out to community settings and people's homes
- § Training community workers “substance misuse first aid” and how to have “substance misuse conversations” – e.g. IBA training, to make every contact count
- § Developing a lasting recovery community



The Model



- § Simplified access
- § Navigator model
- § Family focused
- § Working in and with the community
- § Advisory board will ensure the service evolves to meet changing needs