Future of Hertfordshire Community Opportunities

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Introduction

- We have been looking at Community Opportunity Services in Hertfordshire
- Contracts for these services end in 2020
- What we have found so far and what are the plans for the future
Why are we looking at Community Opportunities?

- People tell us they want to do things differently
- We need to make sure that the right support is happening at the right time
- Current contracts for providers are ending in 2020
- We have to follow the law and run a process to give new contracts
What are we doing?

• Talking with people who use services
• Talking with families and carers
• Asked young people who will use services in future what they would like
• Continue to work with service providers
• Looked at what works well in other areas
What did we learn?

- New services need to match Hertfordshire’s Connected Lives care model

- This will make it easier for people and workers to access the right service at the right time

- Information on where to find services needs to be better
Feedback from People

- Want choice of what to do and when (including evenings and weekends)
- Want to be independent and be involved in community
- Spend time in a meaningful way; not just be supported to ‘live’
- Younger people expressed less desire for building based day service
- Want involvement in the way the service runs (plan, recruit, train etc.)
- Most people had no plans for life after college, but everybody had clear ambitions, and most wanted to volunteer and or work
- Want to be listened to, want a model that is led by the service user voice
What is a Community Opportunity?

Community Opportunities are:
• Day Opportunities
• Day Care
• Day Services

It is…
• Group and 1:1 support
• Support in buildings or in the community
What do we want to achieve?

Tell providers what services people want and where we need new services

Improve the quality of current services and develop new services based on feedback

Agree a list of providers that can offer good quality community opportunity services

Explain clearly how we (or people themselves) will pay for services
Next Steps

- We will run a process during 2019 and 2020
- Providers will need to apply to join the framework
- Individuals and family carers will be kept informed

Contact Us

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thank you