Supporting Independence & Opportunity:
Draft Corporate Outcomes Framework 2015 - 2019

Public consultation period: Friday 16 January to Friday 20 February 2015

Easier to read summary version
Hello

This document tells you about what Kent County Council (KCC) would like to do to make sure they can carry on giving a good service to the people of Kent.

It is written by KCC. When we say ‘we’ in this document, we mean the council.

We would like to know what you think. There are some questions at the end you can help us with by answering.

Difficult words are written in ‘bold’. There is a list of what these words mean at the end.

You might need some help with this document.

It is a shorter version of the full document which you can get on our website: www.kent.gov.uk/corporateoutcomes
Foreword by Paul Carter,
Leader of Kent County Council

KCC is thought of as one of the strongest member led councils in the country.

This means that the members (councillors) take the lead on its decisions.

We have done this through our plans called ‘The Next Five Years, ‘Towards 2010’ and ‘Bold Steps for Kent’. These plans are what we want to do so the council gives good services.

This document tells you about the ‘Corporate Outcomes Framework’ and the ‘Commissioning Framework’. These are our new plans and replace the old ones.

We have done these new plans differently. This is because we are moving toward the council becoming a ‘strategic commissioning authority’.

This means that the council will not do everything itself. It will get other organisations or companies to provide services for it.
These frameworks make sure that this is done properly.

They are a check that the services we commission are value for money and of good quality.

**Background – what has been happening**

KCC have made £350 million in savings over the last 4 years.

We have done this and given effective service for Kent’s people, businesses and communities.

But we still need to save £206 million over the next 3 years and may have to save more in the future.
People are living longer, sometimes with long-term health conditions and we need to give them the services they need in a modern way. And sometimes we need to change things quickly to keep up.

We can do this by changing the way we deliver our services ourselves or work with other organisation to do something in a new way.

To do this we need to become a ‘strategic commissioning authority’.

Our plan ‘Facing the Challenge: Towards a Strategic Commissioning Authority’ set out how we would start to do this from April 2015.

To make this work properly we need a clear plan of what we want to achieve. This draft framework is that plan.

**County Council** will be asked to approve the final plan in March 2015.
What is this plan?

The Corporate Outcomes Framework links all our plans together.

It will help KCC, the public and those we work with to:

- be clear about what KCC wants to achieve
- give a framework to see where KCC should focus its effort
- make sure that what KCC does for itself and gets others to do for it happens in the right way.

The framework is not the same as plans we have done before.

It does not go into all the detail about how we will do things.

This is because we want it to be able to change as we work together with directors, commissioners, elected members, those we work with and the people of Kent.
How does this plan fit in with the rest of the country?

This framework (plan) works with the national priorities that we support.

These are the:

• National Adult Social Care Outcomes Framework
• National Children’s Outcome Framework
• National Public Health Outcomes Framework
• The National Indicator Set for Local Government.

It also works with what the council has been doing for itself and its own plans to transform including ‘Facing the Challenge’.

What we want to do is to make it easier for all our plans to work together.
Our vision (what we ideally want) is for Kent to be a county that encourages independence and gives opportunities to its people, its businesses and its communities.

It is very important that public services do not make people too dependent on them.

The services which we provide and those we get other organisations to provide should help people, families and communities to be able to support themselves wherever possible.

For the most vulnerable people who will always need some support we will make sure they are well supported, safe, treated with dignity and as part of their community.

So that people do not become dependent on public services we need to make sure everyone has opportunities.
We will do this by making sure Kent young people have the education and skills to support Kent business.

This will support them to become more competitive in this country and others.

By helping Kent businesses grow and make more jobs, and making sure our county’s transport and roads are looked after we will make Kent a good place to live and work.

**This is how we will support this:**

**Promote responsibility:**
The services which we and others provide must focus on making people responsible for themselves.

This will help people so they do not have to be to be dependent on public services and can do more for themselves.

For the most vulnerable in our communities, where long term support is needed then our services should help people be as independent as possible.
Focus on prevention and supporting independent living:
Services should make sure they support people to live independently. This can help to prevent situations becoming worse and then needing long-term support that could be avoided.

Get the most social value from the services we commission:
When we get another organisation to provide a service for us, we look at if we can get extra value socially for this. For example we could ask that an organisation takes on a apprentice as part of their contract to provide a service for us.

Commission and design services with our partners:
We work with other councils, organisations and partners in Kent. When we look at our services we should plan these with others to see what we can do together better.

Value for money:
We should make sure that the tax we raise is spent in the best way. This means checking that if another public organisation can do something for better value for money then we should seek for them to provide it.
See that one size does not always fit, and that small can be better: We need to check that when we give services or ask others to do so it is done in the best way for that situation.

We should look at everything individually and give a tailored service.

Deliver back office services at the lowest possible cost. Giving extra to the front line: We can make savings on who gives us support for our services.

We can do this by being more efficient, seeing if another organisation can do this better or by making money from our support services.

This makes more money available to the staff and services that people come into direct contact with.
What does it mean for KCC to be a ‘strategic commissioning authority’?

Becoming a strategic commissioning authority does not mean that KCC will have no role in providing services, or just buy them in.

We will make sure that there is a stronger understanding of our community and what services they need.

By being clear on what we want to do we can make sure that we get the right providers to give the right services. These may be done by us or by another organisation.

But the service will be what we want it to be, not just buying in or providing what we are given.

Only by working with our service users, partners and providers can we make sure that this happens. And we will check regularly to make sure it is being delivered.
Our draft outcomes – what we want to happen

These are the things we want to happen. Our frameworks (plans) will support this happening:

- Children and young people in Kent get the best start in life
- Kent communities become better off by being in work, being healthier and enjoying a higher quality of life
- Older and vulnerable people are safe, supported to live well and independently.
How we will make this happen

To make these aims happen we will look at all of our plans.

We will check that our plans fit in with these outcomes so we have the same aims.

We will do this by:

• Making this Outcomes Framework the strategic statement (main plan) for KCC, and agreed by County Council

• Updating our strategies and plans to make sure they match up with this framework

• Our Medium Term Financial Plan and budget will set out our available resources to support these outcomes
• Continue to develop Directorate Business Plans, which say how our services will support these outcomes

• Service level commissioning and business plans. These will set out how services provided by the council or by another organisation will help towards the outcomes.

Checking how things are going

We will check that our framework is delivering the outcomes we want by looking at three questions.

1. How much did we do? (Quantity)
2. How well did we do (Quality)
3. Is anyone better off? (Quality and quantity of effect)

In checking things have been done we will look at all the evidence we can.

Targets will be set and regular checks put in place. There will be a yearly report to County Council on how things are going.
What is the Commissioning Framework?

The Corporate Outcomes Framework says what we want to do and achieve.

The Commissioning Framework says ‘how’ we want to do it through always having the same approach to commissioning.

To make sure this works we have set out standards for the Commissioning Framework.

These are rules that we will follow. By making sure we follow these standards, we can see that things are working right and change them if needed.
We want to hear from you:

We would like to know what you think of this plan for the council.

You can help us make sure we get things right by answering these questions.

**Question 1**

Do you think these are the right outcomes for Kent and what KCC services should be working towards achieving?

**Question 2**

Are there any important outcomes that you think are missing? Or should any of the outcomes be looked at more closely than others?

**Question 3**

What do you think it is important that KCC should check to make sure these outcomes are being delivered?

You can let us know what you think on our website at: www.kent.gov.uk/corporatoutcomes

The consultation will run from Friday 16 January to Friday 20 February 2015.
**Difficult words**

These are some of the words we would like to explain.

**Corporate Outcomes Framework**
This plan. It says what we want to happen.

**Commissioning**
Buying a service or getting someone else to run a service for you.

**Commissioners**
The people who find out who can run a service and for the best quality and price.

**County Council**
The big meeting where all the councillor meet to make big decisions.

**Dependent**
Relying too much on something or someone.
**Directors**
People who are in charge or a department or service.

**Elected members**
People who are voted in to be a councillor and represent their community.

**Quantity**
How much.

**Quality**
How good.

**Strategic commissioning authority**
an organisation that delivers some of its services through other organisations.

**Strategy**
An overall plan which links other plans together.
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