



Basingstoke  
and Deane

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# Commissioning for complexity – perspective from Basingstoke and Deane

Rachel Fletcher

# Bit of context

- Lower tier authority, concentrated town centre with large rural surrounding area.
- 180k population (approx.)
- Non-stock holding authority
- Over 100+ supported bed spaces in the area – variety and options for people.
- Rough sleeping figures:
- 26 in 2016 to 2 in 2024



# Social Inclusion Partnership



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# SIP 10 year anniversary



# Our approach

- How can the LA break down system blocks for the support services - take on the broker, facilitator, problem solver role.
- Shadowing opportunities across Health, social care and beyond.
- Co-location of roles
- Data ready - including case studies
- Training package to run alongside service contracts - for all to access.
- Little bits of money can go a long way - are there opportunities for trialling something?
- The MEAM approach
- Reflective Practice as a standard offer - across different teams.

# Addressing the complexities

- We are not the sole experts, or only ones with knowledge and insight
- Co-production as early as possible and continuing throughout contract lifespan
- Get bid ready - have discussions with partners ahead of any funding rounds, what ideas and innovation can we deliver?
- Coffee - reach out to partners in health, social care, keep the conversations and relationships going outside of commissioning so that the foundations are there when we need them.

# How can we

- Listen and reflect
- Share information freely and acknowledge own service/sector shortcomings
- Build learning and a feedback capacity into any contract monitoring process
- Listen to client and the front line team's experiences of other systems.
- Change the emphasis on who holds the power/control in the sector.



# Some learned experience about commissioning internally



Need to build in a workable timeframe



Just because it is your priority doesn't mean it is everyone else's internally!



Do your procurement team understand the services and the sector? Where is the flex in the regulations?



Think about the support providers and the impact (things like timescales, time of year, competing time pressures)

Thanks for listening!

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