



You Said – We Did for ‘*Help When You Need it Services*’ Commissioning Plan Consultation.

- The majority of respondents agreed with the proposal to commission ‘Help when you need it’ services for older people and working age adults.
- The majority of respondents agreed with the priorities for 'Help when you need it' services
- The majority of respondents agreed with the outcomes that should be used as measures of success for the commissioning plan.
- The majority of respondents agreed with the outputs that should be used as measures of success for the commissioning plan

	You Said	We Did
1.	Information about services and access to services must be clear and accessible so people can get help when they need it.	Put a requirement in the service specification for new services to ensure information is accessible and that services update the Wellaware website and other information sources regularly. This will be tested at performance reviews.
2.	Services must work together and refer to each other more efficiently.	Services will be required to work in partnership with other organisations providing support – e.g. WRAMAS. This will be written into the service specification.
3.	Preventing loneliness and isolation should be one of the service priorities.	This will be a required outcome of the new services.

4.	There should be some flexibility in the length of time people can receive services, especially for people with Dementia, Mental Health problems and Learning Disabilities.	We will not specify a length of time that a service will be provided for. We will have a performance measure that looks at the throughput of services offered instead.
5.	Support services should explore a range of ways to connect with people (i.e. Skype / Telephone) to prevent escalation of needs and reduce or eliminate waiting lists.	We will encourage providers to use the most simple and effective ways to communicate with people.
6.	It should be easier for services to monitor outcomes. There were suggestions for other outcomes such as the difference enabled by interventions and the progress made at the time of ending support.	When we let the new contracts to provide 'help when you need it' services we will agree with all providers the simple and most effective way to measure whether the service has an impact for the people who will use them.