

Kirklees Better Outcomes Partnership

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KBOP: New approach focused on individuals, VFM and sustainable change

Pre KBOP challenges	Identified solutions 	 Kirklees Better Outcomes Partnership
<p>Limited contract management & market stewardship - Housing support services have high re-referral rates – Only dealing with presenting issue not cause.</p>	<p>Adaptive management & innovation</p> <p>Centralised referral and allocation.</p> <p>Focus on accommodation outcomes aligned to sustainable change.</p>	<ul style="list-style-type: none"> > Outcomes aligned with cost avoided > Improved utilisation – Reduced waiting lists and times by 50%. > Re-referrals dropped from 30% to 10%. Breaking the cycle of repeat support
<p>Limited Flexibility - Specified service focused on throughput, leading to a lack of innovation, repeated cases and poor engagement</p>	<p>The introduction of an asset-based and holistic approach, building resilience & meaningful support to be tailored to an individual</p>	<ul style="list-style-type: none"> > Well-being, employment and education support was added to the service > Engagement doubled and average services length increased
<p>Limited Collaboration – Duplication, silo working, trapping people in system.</p>	<p>Ecosystem co-ordination. KBOP leading relational integration.</p>	<ul style="list-style-type: none"> > Direct savings to associated public sector budgets: Housing, health, justice Communities 

Outcomes Partnerships enable 3 crucial improvements into local public services



Collaborative Design

From:

Programmes designed centrally – often in isolation from other parts of government – and implemented in a top-down way



To:

Projects that are collaboratively designed, and designed to be collaborative

Flexible Delivery

Fixed-specification contracts, delivered to rigid budgets, for groups of people with identical “needs” or “problems”



Flexible, personalised services that constantly evolve and improve as they learn

Clear Accountability

Arms-length contracts with limited visibility on progress, success, or key learnings



High quality, secure, objective data, with deep independent research into what is and isn't working



How can this way of working deliver better outcomes and better value for government?

	Prior to KBOP	KBOP
Average caseload per staff member	16	27
Estimated cost per participant	£4,357	£2,664
Outcomes achieved	Not recorded – only throughput measured	Accommodation 3440 ETE 2353 Total 38845

- > Annual budgets used creatively, reducing fixed expenditure, only paying for outcomes, increasing numbers helped and reducing cost per person.
- > Contract Management shift – **Relational, collaborative, efficient, high quality**
- > Service utilisation has increased with improved coordination and quality, leading to better participant engagement.
- > The cost per person in KBOP is **39% less than that of pre-KBOP.**
- > An evaluation by ATQ consultants estimated the benefit cost ratio of KBOP to be 6.35. **The programme will generate a return of £6.35 for government for very pound spent**

