

# Alliance Agreement for Support Services for Drug and Alcohol Treatment, Domestic Abuse and the Homeless Hostel

Collective ownership	<ul style="list-style-type: none"> <li>• all parties will be working to the same outcomes and success measures</li> <li>• design of services to meet those success measures becomes the responsibility of all Alliance Participants</li> <li>• ALT has responsibility for ensuring effective service delivery and achievement of outcomes</li> <li>• design of a seamless service offer</li> <li>• look at how the lots can be delivered together more effectively</li> <li>• collectively deliver better outcomes for the individual than single service offers</li> <li>• Design services that are 'seamless' and respond to the whole person rather than focusing on one single issue,</li> <li>• implementing a system that ensures the appropriate and proportionate checks and balances are in place to deliver all of the services within the scope of this specification</li> </ul>	<p>1.2.3</p> <p>1.2.3</p> <p>1.2.3</p> <p>1.4.3</p> <p>1.4.4</p> <p>1.5.1</p> <p>1.5.1</p> <p>6.1.1</p>
People and Relationship primacy	<ul style="list-style-type: none"> <li>• focus on people rather than organisational needs</li> <li>• People First – We will put people before processes</li> <li>• Transfers of clients between staff in the Alliance are minimised (within and between services) – quant</li> </ul>	<p>1.5.1</p> <p>2.5.1</p>
Trauma informed		
Human Learning System	<ul style="list-style-type: none"> <li>• Enable a learning culture where discussion is constantly focused on better ways of working that will improve the experience of those using services, new approaches are tested and rapidly evaluated, and challenge amongst partners is 'usual';</li> <li>• Produce specific understandings about what has worked and not worked in the Alliance and why, and use this information to inform ongoing innovation and effective delivery of services to support people (Produce means information and learning (verbal and written) that can be shared with others. The production of such learning</li> </ul>	<p>1.5.1</p> <p>6.1.1</p>

	<p>should happen on a minimum of a quarterly basis).</p> <ul style="list-style-type: none"> <li>• People who leave the service feel that their circumstances have improved through contact with the Alliance services – qual</li> <li>•</li> </ul>	6.1.4
Coproduction	<ul style="list-style-type: none"> <li>• Co-operation - We will work closely together towards shared outcomes and goals;</li> <li>• we will aim to provide equality of access to opportunities and resources for people who might otherwise be excluded or marginalised.</li> <li>• People feel their views and opinions are heard and influence Alliance service design and improvement – qual</li> <li>• Co-production of service design and delivery with people with lived experience is embedded throughout the Alliance– quant + qual</li> </ul>	2.5.1 2.5.1 6.1.4 5.1.4
Workforce ambitions with core competencies across Alliance services	<ul style="list-style-type: none"> <li>• All staff within the Alliance will have an appropriate level of knowledge and skill in relation to a broad range of issues but with specific reference to the impact of and support provided to people who experience homelessness, drug and alcohol misuse issues, domestic abuse and sexual violence, and trauma.</li> <li>• workforce plans that describe how specialist staff are trained and supported to make sure they are competent and supervised to deliver specialist interventions</li> </ul>	8.2.2 8.2.10

## Overall Scope and Nature of the Requirement

<b>P4</b>	<b>1.2</b>	<b>What is Alliance Commissioning?</b>
P4	1.2.3	By commissioning multiple services within one Alliance Agreement, all parties will be working to the same outcomes and success measures. The design of services to meet those success measures becomes the responsibility of all Alliance Participants. Participants within the Alliance are therefore taking on many of the tasks and responsibilities that traditionally sit within the commissioning function.
<b>P5</b>	<b>1.3</b>	<b>What Makes an Alliance Commissioning Approach Different?</b>
P5	1.3.3	The Alliance Agreement will be managed by an Alliance Leadership Team that has responsibility for ensuring effective service delivery and achievement of outcomes.
<b>P5</b>	<b>1.4</b>	<b>Nature of the Requirement</b>

P5	1.4.3	An <b>extended lead in time</b> has been provided in the contract set up; this period will be used for successful Applicants to meet regularly, <b>set up Alliance governance structures</b> and <b>begin the ongoing design of a seamless service offer</b> across the 3 areas that the contract covers.
P5	1.4.4	successful Applicants will come together to <b>look at how the lots can be delivered together more effectively</b> , whilst maintaining the specialism of the single services where appropriate.
<b>P6</b>	<b>1.5</b>	<b>Alliance Purpose and Expectations</b>
P6	1.5.1	The purpose of the alliance approach is to: <ul style="list-style-type: none"> <li>• Enable a process that makes best use of the expertise and shared experience of successful Applicants to design effective services that <b>collectively deliver better outcomes for the individual than single service offers</b>;</li> <li>• Design services that are ‘seamless’ and respond to the whole person rather than <b>focusing on one single issue</b>, without reducing the quality of service for those who people who approach the service with single issues;</li> <li>• Enable a learning culture where discussion is constantly focused on <b>better ways of working that will improve the experience of those using services</b>, new approaches are tested and rapidly evaluated, and challenge amongst partners is ‘usual’;</li> <li>• Enable organisations to <b>focus on people rather than organisational needs</b> by providing longevity of contract and certainty, and removing the need for competition between Applicants; and</li> <li>• Enable <b>flexibility around resources</b> – this could include finances, staffing, buildings etc</li> </ul>

### Minimum Requirements

<b>P8</b>	<b>2.5</b>	<b>Alliance Values and Behaviours</b>
P8	2.5.1	demonstrate the following values and styles of behaviour in all aspects of service delivery: <ul style="list-style-type: none"> <li>• <b>People First – We will put people before processes</b>; working with each person to find the right solutions;</li> <li>• Trust – We will be open and honest in our relationships with each other and our networks;</li> <li>• Learning – We will learn with honesty and shared accountability; applying our learning to challenge, adapt and improve;</li> <li>• Ambition – We will be ambitious with people; always looking for opportunities that give people real options and choices to achieve the things they want;</li> <li>• Perseverance - We will continue to work with people to find a way, no matter how big the challenge or how small the resources;</li> <li>• Co-operation - <b>We will work closely together towards shared outcomes and goals</b>;</li> <li>• Respect - We will work with due regard for the feelings, wishes and rights of others; and</li> <li>• Inclusive - We will work to not exclude any parties; we will aim to provide equality of access to opportunities and resources for people who might otherwise be excluded or marginalised.</li> </ul>

## Outcomes, Agreement and Performance Reviews

<b>P31</b>	<b>6.1</b>	<b>Alliance Leadership Team</b>
P31	6.1.1	It will be a function of the Alliance Leadership Team (ALT) to oversee the overall accountability and governance framework for the Alliance. It will be responsible for implementing a system that ensures the appropriate and proportionate checks and balances are in place to deliver all of the services within the scope of this specification
P31	6.1.2	<p>We require the Alliance to:</p> <ul style="list-style-type: none"> <li>• Develop new measures and approaches to learning, understanding and communicating the emerging outcomes from its approach.</li> <li>• Produce specific understandings about what has worked and not worked in the Alliance and why, and use this information to inform ongoing innovation and effective delivery of services to support people (Produce means information and learning (verbal and written) that can be shared with others. The production of such learning should happen on a minimum of a quarterly basis).</li> <li>• Maintain a collective and evolving understanding of what really matters across the communities and networks, enabling interdependencies and system dynamics to be discussed and translated into shared action for improvement</li> </ul>
P31	6.1.4	<p>The Alliance will work towards the following outcomes and develop appropriate measuring and monitoring (to be agreed between Alliance Participants) itself against these:</p> <p>Alliance Outcomes Box:</p> <ol style="list-style-type: none"> <li>1. People who leave the service feel that their circumstances have improved through contact with the Alliance services – qual</li> <li>2. People feel they have improved emotional and physical health and wellbeing through contact with the Alliance services – qual</li> <li>3. People using the service have a positive experience and feel they have received a coordinated response from the Alliance services – quant + qual</li> <li>4. Transfers of clients between staff in the Alliance are minimised (within and between services) – quant</li> <li>5. People feel their views and opinions are heard and influence Alliance service design and improvement – qual</li> <li>6. Alliance Participants work together to ensure the outcomes for people using the service are tailored to their individual circumstances – quant + qual</li> <li>7. There is improved connectivity between the Alliance, wider services and the community – quant + qual</li> <li>8. Co-production of service design and delivery with people with lived experience is embedded throughout the Alliance– quant + qual</li> </ol>
<b>Staffing</b>		
<b>P35</b>	<b>8.2</b>	<b>Staff Skills and Competencies</b>
P35	8.2.2	All staff within the Alliance will have an appropriate level of knowledge and skill in relation to a broad range of issues but with specific reference to the impact of and support provided to people who experience homelessness, drug and alcohol misuse issues, domestic abuse and sexual violence, and trauma.

P35	8.2.3	The Alliance will commit to developing (or providing staff access to) a core training programme which supports the implementation of psychologically informed practice
P36	8.2.10	The Alliance should have workforce plans that describe how specialist staff are trained and supported to make sure they are competent and supervised to deliver specialist interventions. Staff training programmes will include best practice in the delivery of services and ensure staff develop skills appropriate to the service being delivered