

Adult Social Care Commissioning for Better Outcomes Peer Review Action Plan

Area	Area for Consideration (with Page Reference)	Actions	Lead Member and/or Officer	Timeframe
Strategic Commissioning Intentions	<ul style="list-style-type: none"> Review and agree the Directorate's strategic commissioning intentions and outcomes based approach. (Page 9) [We need to] Confirm strategic commissioning intentions and outcomes based approach (Page 9) There is not a shared understanding of commissioning and the roles and accountability for delivery (Page 16) Data analysis, intelligence and safeguarding [needs to be translated into strategic intelligence to inform commissioning] (page 9) Clarify understanding across the organisation about what macro and micro commissioning is and what it can deliver (Page 9) 	<p>Service Directors (in consultation with Chief Executive) to consider ASC Commissioning Strategy, the function of commissioning within Adult Social Care, and the roles and responsibilities to inform and deliver this.</p> <p>This work will link to the Council-Wide Transformation Programme which is also undertaking a review of commissioning arrangements across the council.</p> <p>The Homecare Tender Project will oversee a specific commissioning exercise where the approach will be outcomes based commissioning and engagement with providers, service users and carers around the future specification</p>	<p>Charlotte Black (Service Director Older People and Mental Health Services), Claire Bruin (Service Director Adult Social Care) and Meredith Teasdale (Service Director Strategy and Commissioning)</p>	<p>Corporate Capacity Review Timescales – End of December 2016;</p> <p>Homecare Project – November 2017</p>

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Linking ASC Commissioning Intentions with Transformation Agenda	<ul style="list-style-type: none"> • Clarity is required around leadership, priorities, structures and culture across Council and CFA Directorates (Page 16) • It is unclear as to the alignment of Transforming Lives and the Chief Executive's vision for transformation (Page 16) • Improve communications and reduce service duplication between colleagues and partners (Page 12) 	<p>Service Directors are working with the Chief Executive to clarify this link.</p>	<p>Gillian Beasley (Chief Executive), Charlotte Black (Service Director Older People and Mental Health Services) and Claire Bruin (Adult Social Care).</p>	<p>Linked to Action 1 – End of December 2016</p>

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<p>Develop our relationship with NHS partners</p>	<ul style="list-style-type: none"> • Develop Collaboration with the NHS (Page 12) • Build and improve relationships with the NHS (Page 16) • Overcome the legacy of failure of the integrated services (Page 16) 	<p>The Better Care Fund has set out a shared ambition, and specific areas of transformation, but there is an impression it is still viewed as separate from mainstream services. Efforts have been made in 16/17 to express more clearly how the BCF money is used in health and social care and aligns to service areas in a way that supports future joint commissioning. However, we need to build up momentum behind these ideas so they change the way that we commission services more generally, for example from voluntary sector, intermediate tier beds, housing improvements, early help, etc.</p> <p>We will use the findings of the review to encourage better collaboration in general, and in particular through the Better Care Fund Implementation Plan, focussing on the following key areas:</p> <ul style="list-style-type: none"> • Data Sharing • Older Peoples Accommodation Strategy • Development of the Intermediate Tier • Development of Social prescribing pilot building on the Community Navigator model • Single assessment • Risk stratification through use of Rockwood Frailty Score 	<p>Richard O'Driscoll – Head of Service Development (Older Peoples)</p>	<p>As per Better Care Fund Implementation Plan – December 2017</p>

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<p>Collaborate with the NHS to develop the homecare market</p>	<ul style="list-style-type: none"> Consider collaborating with NHS partners to deliver a sustainable homecare market (Page 9) Strengthen levers to develop the market across health and social care (page 9) 	<p>The CCG and PCC are both members of the Homecare Project Board, as well as in sub groups. We need to use the messages from the Peer Review to encourage better participation from the CCG.</p> <p>The Project will specifically be looking at supporting micro enterprises and the PA (Personal Assistant) market, and will look for Best Practice both nationally and internationally to build a shared vision for Homecare with Providers, service users and carers, and identify mechanisms to develop the market place.</p> <p>There are also a variety of forums involving representatives from Health, and regulators that we can use to work on specific projects to help develop the market, including:</p> <ul style="list-style-type: none"> Quality Surveillance Group (Focus on working with and driving up standards across NHS region); CQC Information Sharing Group; Care Home Group (Focussed on care in care homes, DTOC and Admissions Avoidance) <p>For workforce development, which is a crucial element of market development – Sector based work schemes are being supported. We are working with training providers, Skills for Care and Skills for Health to help improve independent sector workforce – and support workforce strategies and recruitment and retention.</p>	<p>Richard O' Driscoll – Head of Service Development (Older Peoples)</p>	<p>As Per Homecare Project – November 2017</p>

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Evaluation of Transforming Lives	<ul style="list-style-type: none"> Further evaluate Transforming Lives to fully understand its impact, outcomes and value for Money (Page 12) 	Deliver the activity that is already incorporated within the Transforming Lives Programme First round of Performance information went to Adults Committee in September – Committee to agree the regularity of this reporting requirement.	Transforming Lives Programme Board	As per Committee Direction

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<p>Using ICT to streamline processes</p>	<ul style="list-style-type: none"> Consider how ICT can be used to streamline processes (Pages 7 and 12) 	<p>The Corporate Capacity Review Phase 2 includes a review of IT and digital services – looking at staffing and processes around use of digital information (e.g. commissioning reports from the database)</p> <p>Project Mosaic will support mobile working, and introduce new streamlined processes around using IT as well as a CFA wide system, incorporating data from both Adults and Childrens' services.</p> <p>We will be reviewing CCC/NHS connectivity as part of the Cambridgeshire PSN (CPSN) contract renewal, within the context of the new Health and Social Care Network offerings. We are also continuing to investigate requirements and solutions with CCG colleagues.</p> <p>In Touch project should enabling more mobile working in Reablement Services.</p> <p>The extension of 'Telecare' digital systems is currently part of an 'Invest To Transform' bid for investment as there is appetite to roll this service out more widely.</p> <p>The corporate Citizen First, Digital First programme is also looking at ways in which we can both improve our customers' experiences of engaging us as well as making our internal processes more efficient through service re-design and system integration to both release cashable savings and also free up capacity to concentrate on more value-adding activities.</p>	<p>Chris Rundell – Head of Information Management</p>	<p>Mosaic Project timelines – 1st April 2018</p> <p>'In Touch' – Estimated to be rolled out to all teams by Summer 2017.</p>

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Review Democratic Governance	<ul style="list-style-type: none"> Is there sufficient independent test, challenge and scrutiny in the committee decision making processes? (Page 7 and 16) Perception that organisation is officer-led (Page 16) 	<p>For discussion by the Adults Committee in November.</p> <p>There are also regular reviews of the Service Committee system by Council (managed through Democratic Services); the view from the Peer Review Team could be evidence to the next review.</p>	Members and Democratic Services	To be confirmed by Adults Committee
Transforming Lives Communications	<p>“Carers and service users were aware of Transforming Lives but did not understand the relevance for them and informed the Team that the terminology used by practitioners was not easy for them to understand. The Team thought that Cambridgeshire had invested a great deal of time into improving social work processes and practice and that the Transforming Lives approach could be further strengthened by working with residents to improve their understanding of TL and how they can be more involved in its development.” (Page 12)</p>	<p>Build this feedback from the Peer Review into the next refresh of the Transforming Lives Communication Strategy, and design and deliver communications using the most appropriate method.</p>	Transforming Lives Programme Board.	31st March 2017