

Appendix A ASCH&PP 'Commissioning for Better Outcomes' Peer Challenge – Action Plan, May 2015 Draft v 0.6

Person-centred and outcome focussed					
	Areas for consideration	Activities	Lead Officer	Review Date	End Date
	<p>Improve understanding of and engagement with how social care is transforming and what this means for the County Council and for Service Users</p> <p>Explain how initiatives across social care are linked and how these will impact on commissioning and person-centred care</p>	<p>Improve engagement and understanding for staff through</p> <ul style="list-style-type: none"> • Staff road shows • Training • Improved communication • Team meetings 	Transformation Director	Sept 2015	
	Build on the existing work to further develop and support the culture change towards person centred commissioning.	<p>Develop an Involvement/Engagement Plan</p> <ul style="list-style-type: none"> • Involve all key stakeholders, staff, carers hard to reach groups and partners • Review existing Forums • Encourage co production 	Group Manager, Quality & Market Management	Sept 2015	
	Continue to actively engage service users receiving Direct Payments to ensure that they have choice and control over the services that they use	<p>Review and update Policy and Staff Guidance</p> <ul style="list-style-type: none"> • Staff training • Publicise to recipients and wider market 	Group Manager, Strategic Commissioning	June 2015	
	Ensure that all staff understand the principles of personalisation when shaping the care packages through on-going training and support	Staff road shows, training, review and evaluation	Transformation Director	Sept 2015	

Inclusive					
	Areas for consideration	Activities	Lead Officer	Review Date	End Date
	Ensure that there is continued engagement with partners to ensure that there is financial transparency regarding future intentions	Regular reporting to Transformation Board <ul style="list-style-type: none"> Formalise links with 3 x CCG Plans Ensure Engagement Plans are linked. Link with BCF Plans 	Transformation Director	Aug 2015	Mar 2016
	Ensure planned consultation and engagement on budget and service changes with users and carer groups	Involvement / Engagement Plan <ul style="list-style-type: none"> Involve all key stakeholders, staff, carers hard to reach groups and partners Review existing Forums Encourage co production 	Group Manager, Strategic Commissioning	Sept 2015	Mar 2016
	Continue to build stronger partnerships with the voluntary sector	Cross Council Community Empowerment and Resilience Programme & ASCH Involvement Plan. Includes: <ul style="list-style-type: none"> Training for 3rd sector on Information and advice and assisted self-assessment involve 3rd sector in commissioning cycle 	Transformation Team, Programme Manager	Sept 2015	Mar 2016
		ASCH Involvement / Engagement Plan	Group Manager, Strategic Commissioning	Sept 2015	Mar 2016
	Extend involvement of Healthwatch engagement in all commissioning areas; e.g. the development of the Market Position Statement and Local Account	Involvement / Engagement Plan. <ul style="list-style-type: none"> Ensure that Healthwatch are fully engaged in co - producing elements of the above plan 	Group Manager, Strategic Commissioning	July 2015	Mar 2016
	Review and further develop engagement forums with Core and Legacy Providers	Strategic Group and Operational Group as per the existing contract	Group Manager, Quality & Market Management	July 2015	Sept 2015
	Ensure clarity regarding access to Integrated Commissioning Equipment Loan Service (ICELS) equipment for all service users	Review ICELS Contract	Commissioning Manager, Strategic Commissioning	Aug 2015	Mar 2016

Well Led					
	Areas for consideration	Activities	Lead Officer	Review Date	End Date
	Develop and strengthen work activities with Public Health	ASCH & Public Health to be integrated <ul style="list-style-type: none"> Link Involvement Plan with Public Health and work of Healthwatch Board 	Corporate Director, ASCHPP	Dec 2015	TBC
	Re-launch the Demand Management and Prevention Strategy to include quantifiable targets	Production of a Prevention and Investment Plan. Work being undertaken jointly with IPC as a part of the Care Act implementation	Programme Manager Supporting People	July 2015	Dec 2015
	Continue to review the Adult Social Care senior leadership capacity	Ongoing Redefining Your Council Activity	Corporate Director, ASCHPP	Sept 2015	Mar 2016
	Build on the success of the older peoples integration model by widening it to Learning Disability, Mental Health and Physical Disability user groups	Evaluation and on-going review	Transformation Director	Sept 2015	
	Consider ways to improve the connection between the governance of the Better Care Fund Programme and the Transformation governance across the County Council. Also how this is communicated to operational staff and key stakeholders	Formalise the governance arrangements and interdependencies between the Transformation Programme within ASCH and the BCF with the 3 health planning areas <ul style="list-style-type: none"> Through the Transformation Board Communication strategy and plan Individual plans for local planning areas 	Transformation Director	Sept 2015	
	Refocus on joint investments with NHS services on those people at most risk of admissions to hospital, residential care or escalated care needs	Develop local plans with the 3 CCG Planning areas	Service Directors South Mid & North	July 2015	

Promotes a sustainable and diverse market place					
	Areas for consideration	Activities	Lead Officer	Review Date	End Date
	Review commissioning structures to obtain a clearer relationship with the market place and to support operational staff	Publish Strategic Commissioning Team & Market Development Team Contacts List including roles and areas of responsibility <ul style="list-style-type: none"> Includes Notts Help Yourself –includes info for staff only section 	Group Manager, Strategic Commissioning	June 2015 May 2015	June 2016
	Increase our understanding of how the Cost of Care methodology impacts on both quality and the longer term sustainability of the market	Review of existing hourly rates and financial analysis/modelling re paying the Living Wage/ amount that will ensure a sustainable market	Service Director, Access & Public Protection	July 2015	Sept 2015
	Strengthen communication and co-production of commissioning strategy with providers including Micro Providers	Involvement / Engagement Plan <ul style="list-style-type: none"> Continue support and development work with Micro Providers 	Group Manager Strategic Commissioning	Sept 2015	Mar 2016
	Simplify the Grant Aid application process	Work with Grant Aid Team and corporate colleagues to involve Grant Aid recipients in review of process.	Team Manager, Community & Voluntary Sector	Sept 2015	Mar 2016
	Seek to extend capacity within the community through better understanding the impact and success of START reablement	Impact analysis report commissioned due June 2015 with subsequent action plan	Service Director, South Notts	June 2015	Mar 2016

Home Care / Care Support Enablement					
	Areas for consideration	Activities	Lead Officer	Review Date	End Date
	NCC to consider a review of the contracts to: <ul style="list-style-type: none"> i. Clarify guidance to social care staff on how to use the contracts ii. Review the sub-contracting arrangements iii. Ensure pricing structure delivers safe and effective care that is value for money and Care Act compliant 	Reports to SLT and subsequent follow up activity. Briefings for operational staff as a part of implementing the ASCH Strategy Work underway with Core Providers led by Service Director	Service Director, Access & Public Protection	Sept 2015	Mar 2016

iv.	Consider the continuing role for legacy providers				
	Clarify the Home Care / Care Support governance arrangements to improve both accountability and quality assurance	Review existing arrangements	Service Director, Access & Public Protection	Sept 2015	Mar 2016
	Review the CCG clinical support to joint commissioning of invasive health care tasks by clinically unqualified staff	Review existing arrangements	Group Manager, Quality & Market Management	Sept 2015	Sept 2015
	Review current arrangements in the light of Care Act market management duties		Market Development & Care Standards Manager	Sept 2015	Mar 2016

Additional Development Areas					
	Areas for consideration	Activities	Lead Officer	Review Date	End Date
	Review low-level Support Packages to inform future commissioning decisions	Work in partnership with Public Health to undertake an audit of service users receiving short homecare visits and a separate audit of homecare providers.	Market Development & Care Standards Manager	Sept 2015	Mar 2016
	Develop a strong and robust community capacity, to help support people with social care needs	<p>Cross-Council Community Empowerment & Resilience Programme to consider</p> <ul style="list-style-type: none"> Communities and Voluntary and Community Sector (VCS) in Nottinghamshire Enabling the VCS to grow and become sustainable Building capacity within communities to make them resilient and empowered Maximise the use and impact of resources to help reduce the reliance on the public sector Work collaboratively to benefit communities 	Corporate Director, PPCS	July 2015	Mar 2016

	Improve support and services for black and minority ethnic communities	Improve liaison with Public Health to help target activity and appropriate support building on existing demographic information within the JNSA	Strategic Commissioning Group Manager	Sept 2015	Mar 2016
	Greater corporate ownership and accountability for adult Safeguarding	Regular meetings between the Chair of the Board and the lead Safeguarding officer, increased involvement of the Chief Executive, Director of Adult Social care and the Committee Chair	Group Manager Safeguarding	Sept 2015	Mar 2016