

**29 June 2015****Agenda Item: 6****REPORT OF THE SERVICE DIRECTOR, SOUTH NOTTINGHAMSHIRE****OUTCOME OF COMMISSIONING FOR BETTER OUTCOMES PEER REVIEW  
2015****Purpose of the Report**

1. The report summarises for Committee the key areas of consideration from the recent Peer Review, concerning 'Commissioning for Better Outcomes'. The report also seeks approval of an Action Plan that details the departmental response proposed for each area of consideration, including the lead officer and the timescales.

**Information and Advice**

2. The Strategic Commissioning Team within the department recently agreed to help pilot the 'Commissioning for Better Outcomes' standards developed by Birmingham University with the Local Government Association and the Association of Directors of Adult Social Services (ADASS) and funded by the Department of Health. The benchmarks for this Peer Challenge were the new standards and it was intended that we would use the findings to assist and guide us on our improvement and transformation journey.
3. The review team comprised experts in this area including an ADASS Associate, an Expert by Experience, a Provider Manager, an Elected Member and an Assistant Director. The team of 8 were on site from 3<sup>rd</sup> - 6<sup>th</sup> March 2015 inclusive and undertook 66 meetings, met with over 172 people including service users and carers, elected members, officers, providers, partners, practitioners and front line staff. They also visited a number of sites including day services and local offices and read a number of documents.
4. The team presented a feedback presentation on 6<sup>th</sup> March which outlined their initial findings with their follow up report being received on 15<sup>th</sup> May 2015. The Peer Challenge Report identified areas of excellence with excellent committed Adult Social Care and Health and corporate staff who have clear political and executive support.
5. Within the 'Commissioning for Better Outcomes' standards there are four distinct domain areas and the feedback received from the Peer Review was categorised through these four domains:
  - Person-centred and outcomes focussed
  - Inclusive

- Well led
  - Promotes a sustainable and diverse market place
6. The review highlighted a number of strengths and also areas of excellence including that the organisation has clear political support and strong corporate from the Chief Executive and also that the Senior Leadership team is held in high regard. Social care staff were also identified as being excellent and committed.
  7. More importantly there were identified examples where excellent outcomes for individuals are being delivered through some of the partnership approaches, such as work with the Alzheimer's Society, Mansfield District Council, Supported Living Project and Early Intervention work and grant aid to Micro Providers.

### **Areas for Consideration**

8. Some of the areas for consideration were that there is a more coherent approach for user, carer and provider engagement, and that engagement should be less event driven and enable more co-production. Services may need to be reshaped to a more localised approach to align with the integration agenda.
9. In addition, there is an opportunity to strengthen engagement with Public Health and step up the pace of integration for health and social care commissioning and operations.
10. An Action Plan has been developed in response to the findings of the Peer Review, building on the recognised strengths and proposing a specific departmental response for each area of consideration within each domain area. The Action Plan is attached as **Appendix A** and includes the area for consideration, the departmental response, the lead officer, the review date and the completion date. The actions from the plan will be identified, agreed and progressed with service users and carers. Progress will be reported to Committee at the end of the financial year.
11. The Peer Review also made some recommendations for improvements to Home Care specifically around Home Care Contracts. The department has responded quickly to these suggestions and included specific activity with the Action Plan.
12. The final section of the Action Plan concerns long-term developments that were approved as part of the Sector Led improvement Peer Review from 2014. To simplify the process and to improve transparency these actions have been also been included, to allow Committee to approve and monitor a single, combined Action Plan.
13. It is intended that where relevant the activities in the action plan will be discussed and co-produced with service users and carers to try to ensure they are achieved and delivered in the most effective way.
14. The draft Action Plan has also been shared with Healthwatch so that they can advise and input to its development to ensure that the improvements are delivered in a co-produced manner.

## **Other Options Considered**

15. No other options were considered.

## **Reason/s for Recommendation/s**

16. When the Council undertook to be a part of the pilot it was on the basis that it would use its findings to assist and guide us on the improvement and transformation journey. The Action Plan will enable us to do just that in a structured and timely manner.

## **Statutory and Policy Implications**

17. This report has been compiled after consideration of implications in respect of finance, the public sector equality duty, human resources, crime and disorder, human rights, the safeguarding of children, sustainability and the environment and those using the service and where such implications are material they are described below. Appropriate consultation has been undertaken and advice sought on these issues as required.

## **Financial Implications**

18. There are no financial implications arising from this report.

## **RECOMMENDATION/S**

That the Committee:

- 1) notes the content of the Peer Review report on Commissioning for Better Outcomes
- 2) approves the attached Action Plan.

**Caroline Baria**  
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## **Constitutional Comments (LM 15/06/15)**

19. The Adult Social Care and Health Committee has delegated authority within the Constitution to approve the recommendations in the report.

## **Financial Comments (KAS 16/06/15)**

20. The financial implications are contained within paragraph 18 of the report.

## **Background Papers and Published Documents**

Except for previously published documents, which will be available elsewhere, the documents listed here will be available for inspection in accordance with Section 100D of the Local Government Act 1972:

LGA Peer Challenge Commissioning for Better Outcomes Self-Assessment Statement  
Commissioning for Better Outcomes Peer Challenge Report

## **Electoral Division(s) and Member(s) Affected**

All.