

14 November 2016

Agenda Item: 6

REPORT OF THE SERVICE DIRECTOR, STRATEGIC COMMISSIONING, ACCESS AND SAFEGUARDING

COMMISSIONING FOR BETTER OUTCOMES PEER REVIEW 2015 – SUMMARY OF ACTIONS TO DATE AND FUTURE PLANS

Purpose of the Report

1. To provide an update on activity undertaken within the Council on the 2015 Commissioning for Better Outcomes Peer Review recommendations, relating to the fourth key line of enquiry, 'Are people's individual outcomes enhanced through stakeholder involvement in the commissioning and delivery of services?'
2. To inform the Committee of the co-production principles contained within the Statement of Intent (**Appendix 1**), to be applied throughout the commissioning process in partnership with service users, carers and stakeholders organisations.

Information and Advice

3. A report, presented to the Adult Social Care and Health (ASCH) Committee in May 2016, detailed the findings of the Commissioning for Better Outcomes Peer Review 2015¹ and the Care Act 2014 recommendations to use co-production to improve people's individual outcomes. It also summarised the actions taken from April 2015 to March 2016 to address this need.
4. A co-production forum was held at County Hall in April 2016 where the principles underpinning co-production were developed. Subsequently, a Statement of Intent was written (**Appendix 1**) and a draft version is shortly to be circulated to forum members for comment. This will provide a framework for embedding co-production in all aspects of Adult Social Care, Health & Public Protection (ASCH&PP) business as usual.

Update of activities resulting from the Co-production Forum April 2016

5. Every opportunity to explain and promote 'Working Together, Learning Together' with stakeholders has been taken.
6. The co-production forum meetings that have been held since April 2016, have been effective in communicating to partners the 'new approach' to commissioning and the Council's intention to work closely with experts by experience and other stakeholders with

¹ Notts County Council Commissioning Better Outcomes Peer Challenge Report LGA March 2015

regard to all areas of ASCH&PP business as usual, to fully embed working together and learning together as a key principle underpinning all future work.

7. Established links with a number of community and voluntary sector partners have been utilised to identify and invite stakeholders with a particular interest in specific work streams to become more involved.
8. The Nottinghamshire Help Yourself website is being used to extend the Council's reach and to communicate with a larger number and broader range of stakeholders. This is in addition to the established engagement group meetings such as Ageing Well, DIAG (Disability Information and Advisory Group) and CIG (Carers Implementation Group). These all continue to be supported by officers from Strategic Commissioning and principles of co-production are being introduced in all these existing groups.
9. New pieces of work are routinely involving stakeholders from the start. Recently an initial scoping meeting took place to review the use of Direct Payments and Personal Assistants and to find people who would like to work with the Council on this piece of work. Of the 29 people who attended, which included Members, people who use services, officers and service providers, 17 were keen to be involved on an on-going basis. These individuals identified three pieces of work that they would initially co-produce. They were:
 - Developing Direct Payment training and guidance for Council staff
 - Developing Direct Payment information and advice for the public
 - Creating an effective model for support with Direct Payments (incorporating managed bank accounts and employment advice).

Additional co-production activities

10. A co-production/engagement calendar has been developed to capture collaborative activities and to help monitor the progress the Council makes in routinely working together with stakeholders. Since May 2016 there have been over 35 separate occurrences involving a wide selection of stakeholders and relating to a wide range of work streams (see **Appendix 2**). This points to the on-going dialogue that is occurring with stakeholders and the progress made.
11. Consideration has been given to ensuring service users' and carers' views are central to all discussions and decisions associated with the home based care service which is shortly due to be reviewed and re-tendered. Proposals include experts by experience helping to identify appropriate tender questions, being involved in the marking of tender applications and participating in ongoing quality monitoring of the service for the life of the contract.
12. The home based care example above will be replicated across all services in the future. Co-production with stakeholders is embedded in the work of the Council. This is part of the whole cycle of commissioning, delivery and evaluating service provision.
13. Other practical examples of co-production activity taking place include officers working with the residents of the Poppy Fields Extra Care facility in Mansfield to develop an

innovative time banking initiative. Time banking is a way for people to come together to help others and help themselves at the same time. For example, credit can be earned by helping a neighbour with their housework for an hour. This counts as credit to spend on one hour of someone else's time to help with another task such as gardening without money being involved. Discussions are at an early stage with residents currently choosing what types of activities and skills are going to be included.

14. Experts by experience have also been involved in the interviews for a replacement operational Group Manager in the ASCH&PP department, sitting on the interview panel and guiding the selection of the successful candidate.

Time banking and Community Navigator Services

15. Time banking with the Community Navigator Services (CNS) is continuing, with CNS providing on-going support to the Council as a 'critical friend' to support the embedding of co-production in the Council's day to day work. Community Navigator Services provides expert advice on implementing co-production with service users. In return, the Council's Person Centred Training and Development Managers have worked closely with CNS to deliver facilitation skills training.
16. CNS and the Council's Person Centred Training and Development Managers will be running a joint workshop at the National Commissioning Conference in November 2016, thus providing reciprocal support and the sharing of specialist skills. CNS is a community interest company consisting of social care service users. It helps people to help themselves and to support organisations to become more accessible.

Officer training

17. The Person Centred Training and Development Managers are attending an externally run course in co-production over a nine month period. This will further equip them with the techniques to facilitate co-production activities within the Council. They will develop techniques to connect with individuals and organisations both within ASCH&PP and the wider community of Nottinghamshire. Skilled facilitation is essential to ensure that the true principles of co-production are adhered to. This includes an acknowledgement by all stakeholders that working in this way brings communal responsibility for the outcomes delivered.
18. The above update details the ambition held for embedding a different way of working with stakeholders to all work together and learn together in the pursuit of improved service provision. It highlights the preparatory steps taken to share the vision with wider stakeholders; secure expertise from colleagues already delivering services in this way; and the efforts taken to date to skill up key members of the work force to lead the change by sharing good practice by example. The update also provides examples to evidence where changes have already begun being made to embed co-production into business as usual.

Other Options Considered

19. The Council recognises that co-production is evidenced good practice, which empowers stakeholders to identify and influence which commissioned services will deliver better

outcomes based on their experience. The Council has given a firm commitment to the co-production of adult care and support services.

Reason/s for Recommendation/s

20. Ensuring that the co-production principles are embedded in the Council's core business activity will result in better outcomes for individuals and respond to the Commissioning for Better Outcomes Peer Review recommendations and Care Act 2014 requirements.

Statutory and Policy Implications

21. This report has been compiled after consideration of implications in respect of crime and disorder, finance, human resources, human rights, the NHS Constitution (public health services), the public sector equality duty, safeguarding of children and adults at risk, service users, sustainability and the environment and ways of working 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

22. Volunteers' expenses will be paid from the Strategic Commissioning budget.

Implications for Service Users

23. Service users will have a growing opportunity to influence the development of new services and have their opinions and ideas taken into account at earlier stages in commissioning processes.

RECOMMENDATION/S

That the Committee:

- 1) notes the progress made in implementing the recommendations of the Commissioning for Better Outcomes Peer Review in relation to the development of co-production within the Council's commissioning and delivery of services.
- 2) notes the Co-production Statement of Intent (**Appendix 1**) to be applied throughout the commissioning process in partnership with experts by experience, their family members and carers, and other stakeholder organisations.

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Constitutional Comments

24. As this report is for noting only, no Constitutional Comments are required.

Financial Comments (KAS 01/11/16)

25. The financial implications are contained within paragraph 22 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.

Commissioning for Better Outcomes Peer Review 2015 – Progress on Actions: report to Adult Social Care and Health Committee on 16 May 2016.

Electoral Division(s) and Member(s) Affected

All.

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