



16 May 2016

Agenda Item: 8

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

**COMMISSIONING FOR BETTER OUTCOMES PEER REVIEW 2015 –
PROGRESS ON ACTIONS**

Purpose of the Report

1. To provide an update on activity undertaken within the Council in response to the March 2015 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 outline proposals for improving engagement by developing clearer processes for co-production with service users, carers, stakeholders and partners to inform commissioning activity in accordance with Peer Review (March 2015) and Care Act 2014 recommendations.

Information and Advice

Background

3. In March 2015 the Commissioning for Better Outcomes Peer Review¹ was undertaken. This report provides a 12 month update on the progress made against the recommendations relating to one of the key lines of enquiry, which was 'Are people's individual outcomes enhanced through stakeholder involvement in the commissioning and delivery of services?'
4. The Peer Review evaluation noted that while the Council has a strong track record on engagement activities with stakeholders, it would be beneficial to further embed co-production into the day to day working practice of the department to continue to improve outcomes for service users.
5. The Care Act 2014 also promotes the use of co-production as a way to develop interventions. It recommends that

'local authorities should, where possible actively promote participation in providing interventions that are co-produced with individuals, families, friends, carers and the Community' (paragraph 2.14).

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

6. Co-production is a term that is increasingly being used to refer to how commissioners engage with stakeholders. The Care Act describes co-production as being *‘when an individual influences the support and services received, or when groups of people get together to influence the way services are designed, commissioned and delivered.’*

Summary of the Adult Social Care and Health (ASCH) engagement track record

7. **Appendix 1** summarises the consultations, engagement events and meetings that have taken place from April 2015 to March 2016. The table shows that 94 engagement activities took place with stakeholders over that period, covering a range of business areas including: safeguarding; ‘soft market testing’ in preparation for tender developments; proposals for service redesign; and budget consultations. These all illustrate the Council’s commitment to and recognition that service users and carers are ‘experts by experience’ and so are uniquely well placed to contribute to the design of services to improve their health and wellbeing.
8. Building on this proven track record, it is the natural extension for the Council to expand the above evidenced good practice relating to engagement and consultation with stakeholders, to a co-productive model of working. This would enable stakeholders to identify and influence what commissioned services the Council should be prioritising to improve outcomes for service users and carers; and for them to share in the development and delivery of the change.

Development of a co-production approach for Nottinghamshire

9. A national co-production lead for Think Local Act Personal (TLAP) and a member of the March 2015 Peer Review team, Clenton Farquharson, was approached for guidance on how to improve co-production in Nottinghamshire. Clenton Farquharson is also director of the Birmingham based user led community interest company, Community Navigator Services (CNS). CNS works to the two key aims of helping people to help themselves and to support organisations to change to become more accessible and approachable.
10. In February 2016 a meeting with Clenton Farquharson took place in the CNS Birmingham office, attended by the Chair of the ASCH Committee and Strategic Commissioning officers. The meeting explored what is meant by ‘co-production’ and explored future ways of further developing and embedding it in the Council’s engagement activities.
11. One of the outcomes of this visit was that an alternative phrase “working together learning together” be used as it clearly explains what is meant by co-production. It was also agreed that Community Navigator Services (CNS) would provide on-going support to the Council as a ‘critical friend’ to support the embedding of co-production.
12. The support of the CNS was innovatively secured on a time banking basis, which means that mutual support and advice is provided on particular pieces of work, using a reciprocal support arrangement of specialist skills sharing rather than financial payment. So in return for the CNS support the Council is receiving relating to co-production, it was agreed that the Council’s Person Centred Planning Managers will deliver facilitation skills training to CNS staff.

‘Co-production in Practice’ – NCC co-production workshop (March 2016)

13. Following the visit to Birmingham it was agreed that CNS would facilitate a workshop at County Hall to explore what co-production means for Nottinghamshire. There were 30 attendees at the workshop, including Members, service users and carers, Healthwatch and ASCH and Place Directorate officers. The themes of the workshop were ‘exploring what co-production means’; ‘why we need it’; ‘what we are already doing well’; and ‘the challenges to developing this further’.
14. CNS identified that the principles underpinning co-production were:
 - nothing about me without me
 - everyone is unique
 - everyone can do something to achieve personalisation, however little
 - little things can make a big difference
 - we are all equal and deserve mutual respect
 - empowerment works both ways.
15. It was agreed at the workshop to set up a co-production forum, made up of some of the workshop attendees including Members, people who use services, ASCH and Place Directorate officers and Health colleagues. In total 21 attendees committed to being part of the ongoing co-production forum. The first forum meeting took place on 26th April 2016.

Next Steps

16. It was agreed that this forum will:
 - develop a charter of how when and where co-production will be used
 - develop links with community and Voluntary Sector Team to improve links with third sector organisations
 - use ‘nottshelpyourself’ website as an additional way in to communicate with stakeholders alongside face to face meetings
 - work with stakeholders and share responsibility to deliver outcomes
 - promote positive examples and case studies of where co-production has been successful
 - oversee and ensure that co-production underpins the commissioning process
 - support existing engagement groups by officers from the Strategic Commissioning Team
 - improve existing practice and take a more co-productive approach with current tenders including Home Based Care and First Contact. (A workshop is already planned to take place at the next Home Based Care forum).

Other Options Considered

17. There is an established engagement framework that ASCH officers have supported for a number of years. The option to withdraw officer support for this and create a new co-production structure was explored with the department’s Senior Leadership Team.

However, it was decided it would be more beneficial to retain and support the current engagement structure and to incorporate co-production into these current groups.

Reason/s for Recommendation/s

18. The Care Act and the March 2015 Peer Review evaluation state that better outcomes are achieved for service users and their carers when they are partners and involved from the beginning of the commissioning process.

Statutory and Policy Implications

19. 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

20. A reciprocal 'time banking' arrangement with Community Navigator Services has been agreed whereby CNS will continue to be a 'critical friend' to the Council to support the practical implementation of co-production. In return the Person Centred Planning Managers will deliver facilitation skills training to CNS staff. This has ensured that there is a nil financial cost to the Council for the support of CNS.
21. There will be a cost incurred for volunteer expenses and room hire but this will be contained within the Strategic Commissioning budget as there are funds already identified for this purpose.

Implications for Service Users

22. There are positive implications for service users. Increasing the use of co-production will enable service users to be centrally involved in decision making processes within ASCH directorate where the outcomes will impact on their quality of life. This will potentially include (but will not be limited to) designing new services, redesigning established services and policy development.

RECOMMENDATION/S

That the Committee:

- 1) notes the update on activity undertaken to date within the Council in response to the March 2015 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?' with a further update to be brought to the Committee in six months.
- 2) notes the proposals for improving engagement by developing clearer processes for co-production with service users, carers, stakeholders and partners to inform

commissioning activity in accordance with Peer Review (March 2015) and Care Act 2014 recommendations.

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Constitutional Comments

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

Financial Comments (Ks 29/04/16)

24. The financial implications are contained within paragraphs 20 and 21 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.

Outcome of the Commissioning for Better Outcomes Peer Review 2015 – report to Adult Social Care and Health Committee on 29 June 2015

Electoral Division(s) and Member(s) Affected

All.

ASCH400