



9th June 2014

Agenda Item: 7

REPORT OF SERVICE DIRECTOR, ACCESS & PUBLIC PROTECTION

QUALITY AND MARKET MANAGEMENT DELIVERY GROUP UPDATE

PURPOSE OF THE REPORT

1. The purpose of this report is to:
 - give an overview of the Quality and Market Management service, within Adult Social Care, Health & Public Protection (ASCH&PP) department;
 - explain the savings projects for 2014/15-2016/17 which fall within the remit of Quality and Market Management, including progress towards achieving the savings targets;
 - recommend a further progress report in six months' time.

INFORMATION AND ADVICE

2. An Adult Social Care and Health Committee report of 31 March 2014 set out the new group structure for ASCH&PP, with the following objectives:
 - to allow the department to better align itself with the three emerging health communities;
 - to further develop a partnership approach to deliver a better integrated service to the public; and
 - to achieve savings set out in the Outline Business Case for the Group Manager restructure.
3. As part of this restructure, the Quality & Market Management group was created to reflect the importance that the authority places on monitoring the quality of services and comprising the following:
 - Quality and Market Management: monitoring and improving the quality of adult care in Nottinghamshire through a partnership approach with other agencies, and implementing the transition to new contractual arrangements such as for home based services
 - Adult Care Financial Services: levying charges on behalf of Adult Social Care and Health services where appropriate and making payments to providers and direct payment recipients
 - Framework Development (Adults): providing a database for recording the delivery of services to adult social care service users
 - ICT strategy: defining and planning ICT developments for ASCH&PP department

- Information management: implementing the authority's Information Management Strategy within ASCH&PP, ensuring that the department is compliant with information governance principles, and leading appropriate information sharing initiatives with other organisations to promote greater integration
 - Property support: providing property expertise to support the Nominated Property Officers (NPOs) and Nominated Property Contacts (NPCs) responsible for buildings where the department's frontline services are based, and project management for building or refurbishment works
4. The group has a range of functions key to the successful delivery of the Care Bill within Nottinghamshire, as described in the ASCH Committee report of 25th November 2013. The legislation places new duties and responsibilities on local authorities as well as extending existing responsibilities. It seeks to introduce new regulations in relation to people's eligibility for care and support services, and in changing the existing charging regimes. The Bill also seeks to introduce funding reforms based on the recommendations of an independent commission led by Sir Andrew Dilnot in 2011. The grouping of services within Quality & Market Management will contribute significantly to the Care Bill programme, leading a number of work streams.
 5. There are a number of savings projects for 2014/15-2016/17 relevant to the group:
 - A02 Dementia Quality Mark
 - A05 Joint Commissioning Unit Staffing
 - A08 ASCH&PP Framework Development Team
 - A09 Adult Care Financial Services
 - B04 Reductions in supplier costs – older persons' care homes
 6. *Dementia Quality Mark*. This project is to award a dementia premium payment only to those care homes which are successful in achieving the Dementia Quality Mark (DQM). The previous scheme allocated an enhanced payment to all older persons' care homes that provide dementia care on the basis that excellent dementia care requires higher staffing levels and a consistent and well-trained staff group. The new scheme provides an additional payment for enhanced quality over and above that which a standard care home is expected to provide.
 7. The programme of activity to assess the high quality dementia care homes has been achieved and the savings realised.
 8. *Joint Commissioning Unit Staffing*. These staffing savings of £183k within the 3-year period 2014/15-2016/17 are to be achieved jointly between the Quality & Market Management and Strategic Commissioning groups, with £34k to be saved in 2014/15.
 9. The savings have been achieved for 2014, with the disestablishment of one Quality Development Officer (QDO) post. The remaining savings will be realised with the reduction of a further QDO post in March 2016, as well as reconfiguration of staffing within both groups.

10. *ASCH&PP Framework Development Team*. The project is to reduce the team from 10.8 FTEs to 8.8 FTEs and to discontinue the use of a specific piece of software which is no longer essential for the team's operation.
11. The staffing budget for the team has been reduced by £79k in 2014/15, achieving the required saving for the year through the disestablishment of two posts, and discontinuing the use of the software.
12. *Adult Care Financial Services*. A new structure has been designed, with fewer posts but better able to meet the needs of an expanding service with limited resources. Emphasis has been placed on addressing issues which create most financial risk to the authority. Tasks which are time-consuming for staff are being streamlined and processes improved. Methods of improving the collection of financial information from service users are being worked on, to generate efficiency and respond to the requirements of the Care Bill.
13. *Reductions in supplier costs – care homes*. This project is focussed on working with providers of older persons' care homes to reduce their costs, and includes reviewing the cost make up of care home provision with providers to reduce their cost base, seeking economies of scale with others, and/or redesigning service delivery.
14. To initiate the work, 52 care homes were contacted to offer an explanatory meeting on the project objectives and approach. From this initial contact, 27 visits were made to individual care home providers across the county to stimulate interest and outline the opportunities available. Following these visits two provider workshops were run, one in the north of the county and one in the south. A total of 13 representatives attended across both workshops. The workshops were interactive and ideas generated, including potential 'quick wins' identified by providers, around energy and food costs. Care home representatives agreed to develop a standard 'food basket' for comparative pricing. Engagement has been undertaken with a care home energy broker, a bank (to investigate finance opportunities) and care home access to existing purchasing arrangements has been investigated across a range of contracts.
15. In summary, the group's overall savings for all relevant projects have largely been realised for 2014/15.

OTHER OPTIONS CONSIDERED

16. This is an information report and therefore other options have not been considered. The rationale for the grouping of services, and savings proposals related to it, are set out in previous Committee or Full Council reports.

REASONS FOR RECOMMENDATIONS

17. Not applicable.

STATUTORY AND POLICY IMPLICATIONS

18. None.

FINANCIAL IMPLICATIONS

19. Most of the savings for 2014/15 have been delivered.

HUMAN RIGHTS IMPLICATIONS

20. None.

SAFEGUARDING OF CHILDREN AND VULNERABLE ADULTS IMPLICATIONS

21. The authority's emphasis on improving the quality of services for vulnerable adults will ensure that safeguarding concerns related to delivery of care continue to be robustly responded to.

IMPLICATIONS FOR SERVICE USERS

22. The quality of services, including the delivery of care, case management, and financial services related to care will continue to improve.

RECOMMENDATION/S

23. It is recommended that ASCH Committee:

- notes the content of this report; and
- receives a further progress report in 6 months' time.

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For any enquiries about this report please contact:
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Constitutional Comments

To follow.

Financial Comments (KAS 20/05/14)

24. The financial implications are contained within the body 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.

Report to Full Council, 27th February 2014: *Annual Budget 2014/15* (available at www.nottinghamshire.gov.uk)

Electoral Division(s) and Member(s) Affected - All

APPENDIX - Quality & Market Management Savings Projects 2014/15-2016/17

