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15 November 2023

To: All Members of the Adults & Health Scrutiny Panel

Dear Member,

Adults & Health Scrutiny Panel - Thursday 16th November 2023

I attach a copy of the following reports for the above-mentioned meeting which were not available at the time of collation of the agenda:

- 8. QUALITY ASSURANCE/CQC OVERVIEW (PAGES 1 - 8)**
- 9. CO-PRODUCTION UPDATE (PAGES 9 - 26)**

Yours sincerely

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Report for:	Adults and Health Scrutiny Panel – 16th November 2023
Title:	Overview of Quality Assurance within the Adult Social Care Provider Market for Haringey residents (April-October 2023)
Report authorised by:	Jon Tomlinson, Senior Head of Brokerage, Quality Assurance and Commissioning
Lead Officer:	Richmond Kessie, Commissioning and Safeguarding Officer, London Borough of Haringey
Wards affected:	N/A
Report for Key / Non-Key Decision:	Report for Information

1. Describe the issue under consideration

1.1 This brief paper reports on the most recent quality assurance activity carried out by Haringey Council (the Council), working in partnership with host local authorities, Integrated Care Board (ICB) and Care Quality Commission (CQC); providing a general overview of inspections carried out in the borough between April 2023 and October 2023.

1.2 It is worth noting from the outset the prevailing challenges and pressures for care providers. As reported to this committee previously, inflation and increases in Living Wage continue to cause cost pressures for care providers. Although these pressures have been mitigated by our annual inflationary uplift process which has seen a fair and equitable allocation of available funding to providers, given the limited funding available we have been unable to eliminate this pressure and continue to work with providers towards paying a fair cost of care across the provider market. There also continues to be significant recruitment and retention issues for the social care workforce nationally which is mirrored in Haringey and the wider North Central London (NCL) sub-region, only exacerbated by the cost-of living crisis. We continue to build close partnerships the provider market, with well attended monthly Provider Forums, and strive towards delivering high-quality and sustainable services.

2. Cabinet Member Introduction

2.1 N/A

3. Recommendations

3.1 The Adults & Health Scrutiny Panel is asked to note the paper and comment on the work to support and improve the care sector in Haringey.

4. Reasons for decision

4.1 N/A

5. Alternative Options Considered

5.1 N/A

6. Background Information

6.1 LB Haringey is the host authority for 85 CQC registered providers. We commission in excess of 250 different CQC registered locations, with nearly 30% of these located within Haringey.

	LBH Commissioned Providers			
	Number of registered providers	CQC rated Good or Outstanding	CQC rated RI or Inadequate (%) - Commissioned by LBH	Not yet CQC rated
In-borough - Host	85	65 76%	7 8%	13 15%
In-borough - Commissioned by LBH	72	65 90%	7 10%	0 -
Out of borough - Commissioned by LBH	180	149 83%	22 12%	9 5%

Providers requiring quality assurance intervention - active cases.

6.2 From a quality assurance perspective, the service is working with a number of providers in Haringey currently identified as requiring intervention by either or both the Council and the Integrated Care Board (ICB) and working alongside the CQC as appropriate.

6.2 There are currently nine providers identified as at high risk requiring intervention by either or both the Council and the ICB. Four of these providers are registered in Haringey and as such LB Haringey lead the activity of work for these providers. For the remaining five providers, the host local authority leads the work and LB Haringey feed into their activity and processes.

6.3 Table 1 below provides summary information of the nine providers currently identified at “high risk”, including an outline of the quality assurance interventions to date.

Provider	Service type	Local authority	Haringey Funded residents	Summary	Outcome
A	Residential Care	Haringey	Local Authority (4)	Rated Requires improvement May 23 in three areas – Safe, Effective and Well led.	Provider has provided an improvement plan with timescales. LD Team asked to review clients to establish their safety and to

					<p>report any concern to QA team to further investigate.</p> <p>Provider suspended from further business with Haringey.</p>
B	Residential Care	Haringey	Local Authority (2)	<p>Provision re-inspected following 06/21 inspection on 02/22.</p> <p>CQC did not find enough improvement had been made by the provider and therefore still in breach of regulations and rated Requires Improvement.</p>	<p>Met with the new manager – who has indicated there are areas that requires improvement and has produced an improvement plan with timescales.</p> <p>QA Team regularly meet with the provider to support with implementation of improvement plan.</p> <p>Provider suspended from further business with Haringey.</p>
C	Home care	Islington	Local Authority 117	<p>Whistleblowing re: no DBS on file for staff and carers not staying allocated time. Safeguarding Concerns re: carers not staying allocated time. Possible issue and breach of contract on new CQC registration. Visit completed and staff files were not fit for purpose. CQC inspection on 2/2/23 rated</p>	<p>Provider has produced an improvement plan with timescales.</p> <p>Regular QA visits and meetings to monitor staff files and client files.</p> <p>Regular meetings with the provider to monitor implementation of the improvement plan.</p> <p>Provider suspended from further business with Haringey. No concerns raised by care management reviewing officers.</p>

				Requires Improvement.	
D	Supported Living	Enfield	Local Authority 3	Whistleblowing alleging mistreatment of clients, lack of support, financial abuse, issues on premises around drugs, lack of activities.	Enfield leading the provider concerns process. LBH QA visits have been carried out to all provider provisions to ensure our clients safety. Teams have been asked to review all clients and feedback to QA. Provider suspended from further business with Haringey
E	Support Living	Enfield	Local Authority 32	Numerous safeguarding at risk level MEDIUM/LOW and Enfield QA had concerns when visiting a few different provision. Recent CQC inspection rated provision RI	Enfield leading the provider concerns process. LBH QA visits have been carried out to all provider provisions to ensure our clients safety. Teams have been asked to review all clients and feedback to QA. Provider suspended from further business with Haringey
F	Home Care	Haringey	Local Authority 27	Whistleblowing alleging fraud around both DP payments and staff payments, and also Right to Work breaches	Provider has produced an improvement plan with timescales. QA team visits has scheduled meeting with provider to monitor implementation of plan. Provider suspended from further business with Haringey. No concerns raised by

					care management reviewing officers.
G	Residential/ Nursing Care	Haringey	Local Authority (70)	Concerns around 2 SARs open and 30+ Safeguarding Concerns since 2021.	MDT Group chaired by ASC Service Director. LBH QA officers and ICB nurses spent two days at the provision, issues and concerns notified to the provider. Multiple concerns but not deemed to be of significant concern. Provider has produced an improvement plan with timescales to address concerns. Both LBH and ICB suspended further placements however LBH have lifted the suspended however ICB continued with the suspension.
H	Home Care	Camden	Local Authority (98)	Concerns raised regards to rise in safeguarding concerns been reported by and against provider. Recent CQC inspection rated provision RI	LBH QA visit completed to investigate the high level of safeguarding being reported. Safeguarding highlighted and being investigated by CQC and LBH Safeguarding Team. Improvement plan in place and timelines for actions to be completed in place. Provider suspended from further business with Haringey. No concerns raised by care management reviewing officers.

I	Supported Living and Home Care Agency	Enfield	Local Authority (12)	<p>Significant gap between staff skillset and the needs of very complex out of borough LD/MH clients.</p> <p>Numerous safeguarding alerts regarding administration of medication.</p> <p>Recent CQC inspection rated provision RI.</p>	<p>Enfield leading the provider concerns process.</p> <p>LBH QA visited client's safety.</p> <p>Meetings held with provider jointly with LD/MH Teams to discuss and address skill shortage concerns with no outcome.</p> <p>CQC informed.</p> <p>Provider suspended from further business with Haringey. Client welfare checks completed.</p>
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New and closed services

6.4 Since April 2023, four locations have closed in Haringey, and one provider has given notice to close their service.

6.5 Since April 2023, one Provider, a domiciliary care agency, has registered in Haringey.

CQC Inspections

6.6 Seven locations in Haringey have been inspected by the CQC in the past 12 months:

- Five went from Requires Improvement to Good.
- One did not improve on their Requires Improvement rating.
- One went from Good to Requires Improvement.
- No registered service in Haringey was rated Outstanding or Inadequate during this period. (see table 2 below)

	Outstanding	Good	Requires improvement	Inadequate	Total
Community based	0	2	0	0	2
Care homes	0	2	2	0	5
Total	0	5	2	0	7

Registered Locations in Haringey

6.7 As of October 23, there were 85 registered care locations in Haringey. (see table 3 below)

CQC Rating	Residential	Nursing	Home care	Total
Outstanding	0	0	1	1
Good	25	1	38	64
Required improvement	2	0	5	7
Inadequate	0	0	0	0
Not Yet Rated	0	0	13	13
Total	27	1	57	85

6.8 As of October 2023, Haringey commissions with 72 of the registered care providers located in the borough. Of the 72 registered locations in the borough that Haringey commissions with, one is rated Outstanding, 64 (89%) are rated Good, seven Requires Improvement. (see table 4 below)

CQC Rating	Number of registered locations
Outstanding	1
Good	64
Requires improvement	7
Inadequate	0

6.9 Out of 7 locations rated Inadequate (0), requires improvement (7), we have pre-existing placements at three locations. Quality Assurance visits and activity will continue at each of these locations, and welfare visits will be requested wherever necessary.

Un-commissioned Locations in Haringey

6.10 As of October 23 of the 13 locations in the borough that Haringey does not currently commission, all are CQC not yet inspected.

Out of Borough Placements

6.11 As of October 2023, there are 180 out of borough placements. (see table 5)

Rating	Number of registered locations
Good or Outstanding	149

Requires Improvement or Inadequate	22
Uninspected	9
Total	180

Quality Assurance and Contract Monitoring (QACF) Framework

6.12 LB Haringey has launched its Quality Assurance and Contract Monitoring (QACF) Framework, which aims to embed more proactive approach to Quality Assurance and Contract Monitoring. As part of the Framework Referral the following changes will be introduced over the coming months: a more streamlined referral process for raising provider concerns; establishment of a QACM Board; introduction of a QACF Dashboard of provider services; and resident and carer involvement in quality assurance.

7. Statutory Officers comments (Chief Finance Officer (including procurement))

7.1. Finance and Procurement

7.1.1 This is an update report for noting and as such there are no direct financial implications associated with this report.

7.2. Legal

7.2.1. This is an update report for noting and as such there are no recommendations for action that have a direct legal implication.

7.3. Equality

7.3.1. This is an update report for noting and as such there are no recommendations for action that have an Equality implication.

Report for: Adults and Health Scrutiny Panel – 16th November 2023

Title: Update on the implementation of Scrutiny Panel's recommendations for Co-Production

Report authorised by: Vicky Murphy, Service Director of Adult Social Services

Lead Officer: Jon Tomlinson, Senior Head of Commissioning, Brokerage and Quality Assurance
Alexandra Domingue, Interim Project Manager, Commissioning, Brokerage and Quality Assurance Team
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Ward(s) affected: All

Report for Key / Non-Key Decision: Non-Key Decision

1. Describe the issue under consideration

- 1.1 This paper is an update on the implementation of the Recommendations made by the Scrutiny Panel regarding Co-Production in Adult Social Care (ASC). In particular, it focuses on the implementation of one deliverable of the ASC Commissioning Peer Review, specifically the aim to improve the involvement of residents and their carers in the commissioning cycle of ASC statutory services.
- 1.2 An Adult Social Care Commissioning Co-Production Board is being launched on 29 November 2023, which will achieve some of the aims as outlined within the Scrutiny Panel's Recommendations, as well as to address the gap in co-production of ASC statutory commissioned services identified through the Commissioning Peer Review of Sept-Oct 2022.

2. Background information and Updates

- 2.1 In addition to the work undertaken by the Scrutiny Panel regarding Co-Production, the Commissioning Peer Review of September and October 2022 identified Recommendations across four areas, one of which is Residents and Community. Within this area, deliverables have been identified that will increase the involvement of residents and their carers across the commissioning cycle.
- 2.2 One of these deliverables is the creation of the Commissioning Co-Production Board, which launches at the end of November 2023 as part of the aims of both the implementation of the Recommendations of the Scrutiny Panel and of the Commissioning Peer Review.
- 2.3 The Commissioning Co-Production Board will comprise up to 20 Board members, with an even distribution of membership between residents who use statutory

adult social care services, relatives of people who use these same services, and health and social care colleagues. Elected members are also invited to join. Providers of services and the voluntary sector will be invited as appropriate.

- 2.4 It is envisaged that the Commissioning team will bring upcoming projects to the Board for its consideration, and for it to work on the design, planning and implementation of projects. For example, the first proposed project that will be brought to the Board will be consideration of how residents and carers can contribute to contract management and quality assurance, through their evaluation of services. This might include development of an auditing team that would work alongside the Council's contract management and quality assurance processes.
- 2.5 Work undertaken might be done through the creation of a sub-group, especially where the project is focused on a particular age-group, disability or need that is not relevant to the skillset of the wider Board. Where this is required, the Board will set-up the sub-group and the sub-group will be accountable to the Board for defining and producing the work output.
- 2.6 The development of the Commissioning Co-Production Board has been closely aligned with the Recommendations regarding Co-Production set out by the Scrutiny Committee. The following paragraphs outline the ways in which the Commissioning Co-Production Board is one way the ASC Commissioning team is working towards embedding co-production as its "business as usual" practice.
- 2.7 Recommendations 1 and 2 – Charter and Co-Production Toolkit
The Commissioning team has worked closely with our Participation Lead colleague to ensure that we launch the Board using the Council's Participation Framework for its core principles. The Participation Framework itself will be used by the Board to identify the different types of co-production in which the Board engages for different projects. We acknowledge that presently, we work predominantly in the inform and consult sections of the Participation Framework. The aim of the Co-Production Board is to move further into involvement, collaboration and empowerment.
- 2.8 Recommendation 3 – Oversight by the Haringey Borough Partnership (HBP)
Bearing in mind the view that "oversight" by a Council body might limit some of the broader principles of co-production, it is proposed that the Commissioning Co-Production Board is accountable to the HBP in order to showcase its work and highlight any limiting factors of co-production in Haringey, such as the ability to offer different types of remuneration to voluntary participants, for example.
- 2.9 Recommendation 4 – Beginning of a Project and stakeholder mapping
The draft Terms of Reference (TOR), which will be the first task of the assembled Board to approve, include identification of stakeholders prior to the commencement of a project. It also requires advertisement of the project as part of the pre-initiation stages of the project. The Commissioning Co-Production Board has been advertised on the Council's website, and throughout its networks

as much as possible. We recognise this is a developmental process, and we will need to ensure we cast the net as wide as possible for various projects the Board undertakes in order to ensure as much as possible that as many voices are heard as possible.

2.10 Recommendation 5 – Terms of Reference (TOR)

The Commissioning Co-Production Board has draft TOR in both ordinary and easy-read formats. These are truly draft copies and will be reviewed by the Board as its first task at its first meeting in November 2023. They set out the principles, objectives, membership and duties of the Board (to name a few items), and were drafted in line with the Participation Framework and its aims.

2.11 Recommendation 6 – Link between the Council and the Joint Partnership Board (JPB)

Members of the ASC Commissioning team working on the Commissioning Co-Production Board launch have attended meetings of the JPB where this work has been presented and discussed, and feedback received and incorporated as much as possible at this stage of the Board's development.

2.12 Recommendation 7 – Workforce Development

A strand of the Commissioning Peer Review's recommendations focus very much on workforce development. The use of Co-Production as part of the "business as usual" work of the Commissioning team is being introduced and embedded within the team. Training support (both formal and informal methods) to Commissioners will also include co-production, and we will continue to establish our links with our Participation Delivery leads.

The establishment of the Co-Production Board will help staff members have a place to take their work for development, discussion and co-design. In addition, channels of communication within the Adult Social Care workforce are being used to ensure that social care staff are aware of the launch of the Commissioning Co-Production Board and will be part of the Board (or its sub-groups) as appropriate.

2.13 Recommendation 8 – Monitoring of services by wider reference groups

It is being proposed that a community monitoring function of services should be set up in collaboration and conjunction with the Council's newly launched Quality Assurance and Contract Monitoring Framework. It is the hope that the Board will develop a way to gather proactive feedback from residents and carers about services, that will proactively inform contract monitoring, quality assurance and also move into the development of new services when gaps are identified via these processes. This will likely include frequent gathering of views from reference groups, and establishing the preferred methods of communication with residents and carers involved with these groups, and with those who are not.

2.14 Recommendation 9 – Proactive Communication with Carers

In addition to using our usual channels of communication, the Commissioning Co-Production Board will ensure that through its stakeholder mapping at the beginning of projects that we try to reach the widest possible group of carers as

possible, on projects of relevance to them. We will also link into work underway on digital change, to ensure that we are leveraging different media channels to reach carers of all age-groups and backgrounds as much as possible. A combined approach to communication will be taken.

2.15 Recommendation 10 – JPB Annual Report

The Commissioning Co-Production Board is happy to support the JPB's annual report as needed and directed by the Co-Chairs of the JPB.

2.16 Recommendation 11 – In-house Information Sessions for Residents

Indirectly, the Commissioning Co-Production Board will support better understanding of services and how they are commissioned through its engagement with residents and their carers in the co-production of various statutory services. It does not seek to replace the proposal for information sharing sessions with residents, but we think that the existence of the Board and its work will contribute to formal and informal information sharing processes with residents and their carers.

2.17 Recommendation 12 – Support Local Workforce to Navigate Local Systems

The Commissioning workforce will ensure it develops a greater understanding of local services, and will link in with Council colleagues to share this knowledge. While this is not a direct deliverable of the Commissioning Co-Production Board, it is envisaged that it will be a bi-product of it.

2.18 Recommendation 13 – Improve Council Website Navigation

This will not be a direct output of the Commissioning Co-Production Board, but we will support residents and carers to engage with the redesign of the digital offer with our Corporate colleagues. We will also post our information clearly on our website and share this as much as possible, for those who wish to receive information in this way.

2.19 Recommendation 14 – Support for Locality-based Forums

The Commissioning Co-Production Board will consider how it might link with stakeholders accessing home support and reablement to support quality assurance improvements to these services.

2.20 Recommendation 15 – Career Progression for Care Workers

The Commissioning Co-Production Board is not directly involved with this work, however, the Commissioning Peer Review has recommendations within it to support our local workforce. These deliverables link in with the NCL's work with providers on recruitment of care staff, and providing Registered Managers in particular with learning and support. This is delivered in part by the My Home Life training offer. This programme of work also ensures that Registered Managers are included in strategic conversation to co-design strategic direction within the NCL in social care. Furthermore, through our NCL links, our providers can access the H&SC Academy, funded by the Mayor of London.

2.21 Recommendation 16 & 17 – Pilot Project for In-House Care Team and Provide Written Information Before Care Assessments

This is not directly linked to the development of the Commissioning Co-Production Board. Should the Board or a sub-group be able to contribute to delivery of these recommendations, it will do so.

2.22 Recommendation 18 – Social Value

Though not explicit within the draft Terms of Reference, all commissioned services by the Council need to consider how social value will be encouraged and measured through its contracting arrangements. This forms part of our obligations under the Public Services (Social Value) Act 2013, and will indeed be part of the many considerations of the Commissioning Co-Production Board and its sub-groups when it is engaging in co-production of services throughout the commissioning cycle.

2.23 The implementation of the Commissioning Co-Production Board is seen as a first step towards increasing co-production as a business-as-usual approach to the commissioning of statutory adult social care services in Haringey. It is likely that the function and work of the Board may change over time, which will hopefully be a result of learnings and effective practices taking root in the ASC Commissioning team consistently.

3. Recommendations

3.1 The Panel to note the contents of this report, endorse our approach and make suggestions on further areas for consideration for successful implementation of the Commissioning Co-Production Board.

4. Reasons for decision

4.1 N/A

5 Contribution to strategic outcomes

5.1 The Haringey Deal, the Care Act 2014 and implementation of the Participation Framework in Haringey.

6 Statutory Officers comments (Chief Finance Officer (including procurement), Assistant Director of Corporate Governance, Equalities)

6.1 Finance and Procurement

This is an update report for noting and as such there are no direct financial implications associated with this report.

6.2 Legal

This is an update report for noting and as such there are no recommendations for action that have a direct legal implication.

6.3 Equality

The implementation of the Co-Production Board seeks to redress inequalities of participation and access to statutory adult social care services. The meetings themselves and documentation supporting it has been produced in several formats to increase accessibility and access to the Board. Commissioners who bring projects to the Co-Production Board will complete EQIAs as part of the work they undertake.

7 Use of Appendices

Terms of Reference of the Commissioning Co-Production Board (Appendix A)

Joining Process (Appendix B)

Person Specs for Board Members (Appendix D) and the Co-Chairs (Appendix C)

8 Local Government (Access to Information) Act 1985

N/A

Commissioning Co-Production Board: Terms of Reference

Background

The Commissioning Team in Adult Social Care did a Review of itself in September 2022. They realised that they needed to do more co-production with people who, through a personal budget and/or direct payment, use adult social care services.

The Commissioning Co-Production Board was an action for the Commissioning Team, to help them meet people who use services and their circle of support and engage them in the full commissioning process.

Definition

The Commissioning Co-Production Board will engage in activities of co-production, defined as:

- Co-planning
- Co-design
- Co-delivery
- Co-evaluation

Principles

Co-Production activities undertaken by members of the Board will be guided by the following principles of co-production:

- **Accessibility** – meetings (venues and formats), minutes, and work undertaken will promote accessibility by all Co-Production Board members and any other participants in a Co-Production project
- **Diversity** – the Co-Production Board will work to maintain a diverse group of participants in projects, as relevant to each project
- **Reciprocity** – Getting something back for putting something in, through formal and informal recognition, training and skills development and where possible remuneration, will be a key part of any project undertaken by the Board.

- **Mutuality** – Board members will have responsibilities defined in each project, and expectations to both deliver and participate in a way that is respectful and compassionate and achieves the objectives of the project
- **Equality** – Board members' knowledge, experience and understanding of services will be valued equally amongst Members, regardless of professional background

Objectives

The Commissioning Co-Production Board members will increase co-production of statutory Adult Social Care services by:

- Developing accessible ways for Residents who use services and their circle of support to:
 - Design and develop new services
 - To be part of the purchasing process (procurement) of new services
 - To support implementation of services
 - To support contract management of current services
 - To quality assure current services

The Commissioning Co-Production Board may engage in some or all of the tasks above for any one project. The Board will define specific objectives for each project.

Scope and Limitations

Board Members should keep in mind that they work within the following rules, constraints and opportunities:

- There are many laws to follow when purchasing and delivering services, and we need to keep to them
- We want to work with the strengths of people who might need services, and help them live as independently as possible
- We have limited financial resources so we have to get the best value out of what we deliver
- We are committed to trying to reach people who may be reluctant to engage with the Council, to get as many points of view as possible

Members

Co-production works on the basis that those who will hopefully benefit from the product or service are involved as co-producers. Therefore with the exception of co-chairs, members will be able to attend meetings based on the relevance to their circumstances, experience and knowledge.

Membership will be limited to twenty (20) Board members, including the two Co-Chairs. However, sub-groups can be created by the Board for any project, and can involve a membership as determined by the Board. The Co-Chairs are responsible for keeping a balance of membership between residents, providers and health and social care staff, to ensure that the voice of the resident is equally represented.

Commissioning projects that focus on a particular service-area, such as learning disabilities for example, may not need attendance from residents and professionals whose area of expertise is in dementia. These members can choose which Co-Production board meetings they attend, based on the agenda and relevance to them.

Co-Chair: A Resident who uses statutory Adult Social Care services and is a member of the Commissioning Co-Production Board (to be voted in for the period of a year [with the option to extend by a year], by the Commissioning Co-Production Board)

Co-Chair: A member of the Commissioning Team (to be nominated by the Senior Head of Commissioning, Brokerage and Quality Assurance, voted in for a period of 2 years by the Commissioning Co-Production Board)

General Membership:

- A representative of the Joint Partnership Board (not to overlap with the Co-chair positions or representatives below)
- A representative from Disability Action Haringey
- A representative from each of the Reference Groups
- A representative from each self-advocacy groups in the borough, who represent people accessing statutory adult social care services (limited to one per group)
- A second Commissioner
- Social Worker(s) from OP, MH and LD services
- A representative from the ICB
- Member(s) of clinical staff for OP, LD and MH health services
- An elected member of the Council

- Representatives from other Council departments as required (Procurement, Finance, Housing, Policy, etc)
- Self-representatives who access one or more statutory adult social care services
- Carers and advocates (formal and informal) of people who access one or more statutory adult social care services
- Representatives from local providers, private, public and voluntary sector organisations

Members agree to prioritise their attendance at Commissioning Co-Production Board meetings, to which they have an interest, area of expertise or relevant experience. Co-chairs must attend all meetings, unless there are unforeseen circumstances, in which case a deputy will be nominated for that meeting.

Members recognise that they may delegate tasks, but the responsibilities remain with them, therefore no substitutions can be made with regard to meeting attendance.

Purpose

The Commissioning Co-Production Board exists to help increase co-production of Adult Social Care statutory services across the commissioning cycle: planning, purchasing, implementing, reviewing and decommissioning services.

Duties and Functions of the Commissioning Co-Production Board

The Project Board is responsible for the overall implementation of co-production of commissioned statutory adult social care services at Haringey. It has responsibility and authority for this aim and participatory method as defined in the Participation Framework, and reports to the **Haringey Borough Partnership** on its co-production activities.

It is expected that work will be undertaken in between meetings, so in addition to preparation for board meetings, members of the Board must be able and willing to undertake the necessary work to progress actions between meetings.

The Commissioning Co-Production Board has these responsibilities for all commissioning activities:

Task	Stage of the Commissioning Project	Responsible person(s)
Identify stakeholders who may wish to be involved in the task	Pre-initiation	Council Officer(s)
Advertise the Activity on the Council website and Council intranet	Pre-initiation	Council Officer(s)
Advertise the Activity via current self-advocacy and Carer groups	Pre-initiation	Board Members
Agree tasks to be completed by the Board	Initiation of the Commissioning Project	Board Members
Agree the work of the project and assign Board Members to it	Initiation of the Commissioning Project	Board Members
Agree timescales and budget and other constraints	Initiation of the Commissioning Project	Board Members
Agree Communications Plan	Initiation of the Commissioning Project	Board Members
Minute all meetings and record actions	During the Commissioning Project	Co-Production Board members (nominated minute-taker each meeting)
Undertake tasks related to action between meetings	During the Commissioning Project	Board members (assigned to specific tasks)
Read and engage with materials shared between meetings	During the Commissioning Project	Board Members
Follow-up on all actions	During the Commissioning Project	Co-chairs at each meeting
Agree what will be implemented through contract monitoring / quality assurance	During the Commissioning Project	Board Members
Complete all agreed work for the Project	During the Commissioning Project	Board Members
Provide information to Joint Partnership Board for their annual report to ASC&H Scrutiny Panel	After the completion of the Commissioning Project	Board Members
Agree transfer of work product to regular team	At the conclusion of the Commissioning Project	Board Members

to continue implementation		
Implement any Contract Monitoring / Quality Assurance arrangements with the Council	At the conclusion of the Commissioning Project	Council employees on the Board
Hold "Lessons Learned" session	At the conclusion of the Commissioning Project	Board Members

Commissioning Co-Production Board Meetings

1. Date of first meeting: **29 November 2023**
2. Frequency of future meetings: Monthly
3. Meeting length: 2 hours
4. Action Points circulation beyond the Board:
 - Haringey Borough Partnership
 - DMT in Adult Social Care (as required by Senior Head of Commissioning, Brokerage and Quality Assurance)
 - Senior Head of Commissioning, Brokerage and Quality Assurance

Commissioning Co-Production Board
Nomination and Selection Process

1. General Membership on the Commissioning Co-Production Board

Initial membership will comprise a representative from the groups / departments / bodies outlined in the Terms of Reference. Self-nomination is accepted, and selection will be managed by the Co-Chairs.

One (1) representative from each organisation will be able to join the Board for a minimum period of a year.

Membership will be managed by the Co-Chairs. Initial general membership at the first meeting will be managed by the Commissioner Co-Chair. Once the election of the other Co-Chair is complete, the Co-Chairs will manage membership on the Board jointly and equally.

Membership is not limited, but will be managed based on relevant commissioning topics being discussed. This will be reviewed by the Board at least annually.

2. Co-Chair on the Commissioning Co-Production Board

2 positions are available, one for a member of the Adult Social Care Commissioning Team, and another for a member with lived experience of Commissioned services.

The ASC Commissioner Co-Chair will be proposed by the Head of the Commissioning, Brokerage and QA team. Members of the Board can put themselves forward for the other position of Co-Chair. A vote will be held by the members to elect the Co-Chairs.

3. All individuals who put themselves forward for general membership on the Board will need to agree to follow the Terms of Reference, will be able to meet the requirements of the Person Specifications, and will agree to abide by the following principles of membership:

Willingness to work as equal partners, to share power AND responsibility for co-produced projects

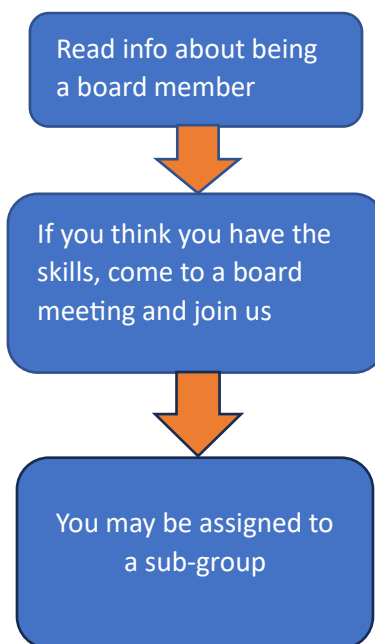
Will prioritise attending Commissioning Co-Production Board meetings, where one's experience, knowledge or expertise is relevant to the topic or project being discussed

Will actively reach out to those people and groups whose voices are often not heard

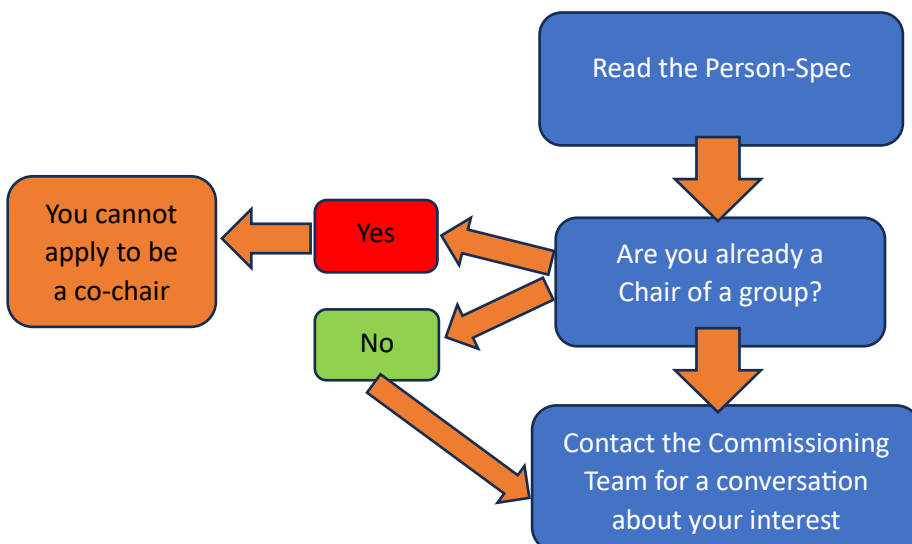
Will support the values and implementation of the Haringey Deal

4. Joining Process:

General Membership:



Co-Chair:



Person Specification
Commissioning Co-Production Board
Co-Chair

Qualifications:

You must be able to read information and communicate with IT equipment and programmes, such as Microsoft Word, Video conferencing and e-mail, or have support available to help you with this.*

You must be able to co-chair meetings with a Commissioner, and help manage the running of the meeting to time, ensuring that all agenda items are discussed, and everyone who's present has an opportunity to contribute to meetings wherever possible.

**All reasonable efforts and adjustments will be made to maximise your participation, inclusion and contribution to the Co-production Board, including providing information in easy-read and / or other accessible formats.*

Relevant Experience*:

Experience of using statutory adult social care services	Essential
OR	
Experience of caring for someone who uses statutory adult social care services	Essential
Experience of leading / facilitating group discussions	Desirable

****You must not currently be a chair of a self-advocacy, carers' or provider group in Haringey to be considered for this role.***

Skills:

Good listener	Essential
Able to respect the view(s) of others (empathetic)	Essential
Able to express your own views and opinions	Essential
Able to facilitate the contributions of all other Board members	Essential
Able to lead a group to reach an agreed outcome / goal	Desirable
Able to contribute to conversations about care and support services and how to improve them	Essential
Solutions-focused	Essential

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Person Specification
Commissioning Co-Production Board
General Members

Qualifications:

You must be able to read information and communicate with IT equipment and programmes, such as Microsoft Word, Video conferencing and e-mail, or have support available to help you with this.*

**All reasonable efforts and adjustments will be made to maximise your participation, inclusion and contribution to the Co-production Board, including providing information in easy-read and / or other accessible formats.*

Relevant Experience:

Experience of using statutory adult social care services	Essential
OR	
Experience of caring for someone who uses statutory adult social care services	Essential

Skills:

Good listener	Essential
Able to respect the view(s) of others (empathetic)	Essential
Able to express your own views and opinions	Essential
Able to express the views and opinions of others (even if you don't personally agree with them)	Essential
Able to contribute to conversations about care and support services and how to improve them	Essential
Solutions-focused	Essential

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