

# Peer Review: Adult Social Care Commissioning Team

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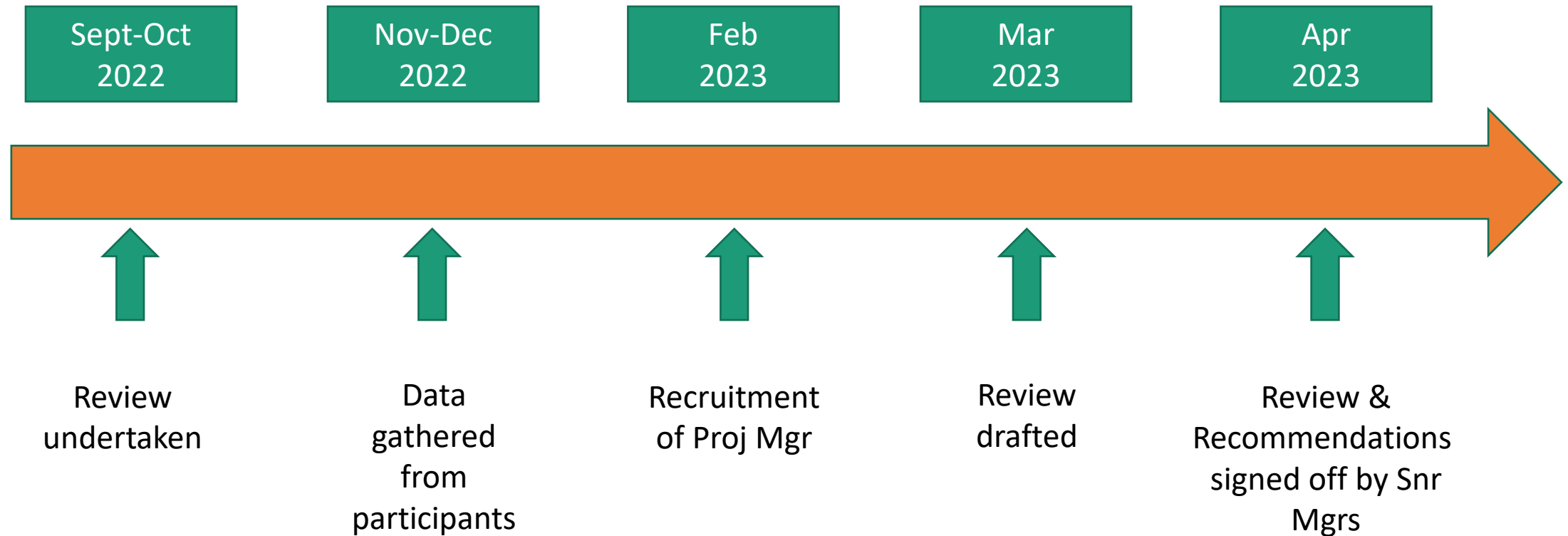
Rebecca Cribb, Service Manager, Commissioning

Alexandra Domingue, Interim Programme Manager, Commissioning

# The journey so far

- Review took place Sept-Oct 2022
- Used the Public Services Transformation Academy's draft Commissioning Playbook as the evaluation tool
- Added Section 9, Structure as part of the Review
- Involved people from teams across the Council (ASC, Finance, Procurement, HR), and in health and from Providers and the Voluntary Sector
- Draft of the Review and recommendations on next steps completed in Mar 2023; reviewed by Ben Taylor of PSTA
- Has been presented to DMT, SMT and the Lead Member (Cllr Das Neves)

# Timeline of Peer Review



The Commissioning Playbook - Aspects	Approach(es)	Avg Score / 100	High Score / 100
<p>Whole system design A place that is optimally set up for wellbeing, mutual support, and care</p>	<p>Place-based wellbeing; Design and creation of a place-based wellbeing system</p>	31	55
<p>Relationships and organisation across the system A place where everyone is focused on achieving shared goals, together</p>	<p>Leadership of place for whole system change; Creating a system that works</p>	37	50
<p>Capacity, capability, and confidence A place where people have access to what they need to live their lives well</p>	<p>Unlocking potential A place where everyone can thrive</p>	35	50
<p>User and outcome centred Everyone who engages with the care system is in charge of what they get, and their assessment of whether they got what they needed is the one that counts</p>	<p>Citizen-centred commissioning Putting people in charge of care</p>	30	45
<p>Information, insight, and innovation A commissioning approach that targets innovation and creativity</p>	<p>Values-based/disruptive commissioning; Changing the status quo</p>	39	44
<p>Managing the policy and compliance landscape Meeting and actively shaping policy requirements</p>	<p>Strategic procurement of services against needs; Services that meet demand</p>	40	65
<p>Commissioning process Technically excellent and highly professional</p>	<p>Contestability and market management Creating conditions for best value and outcomes within financial constraints</p>	36	60
<p>Models and tactics Design of delivery models that are fit for purpose, effective, and sometimes innovative</p>	<p>Delivery model design Effective delivery models enabling effective practice</p>	35	55

# Key Messages

**Strategy, Direction and Data:** Better strategic direction and reliable data to apply through commissioning cycle is needed

**Communications:** There's a need to improve communication by the commissioning team with residents and their families who use statutory Adult Social Care

**Opportunities:** To develop strengthened commissioning relationships, co-production and innovation

**Strengths:** Risk appetite, innovation and co-commissioning with other London Boroughs in the NCL

# Progress through the Models



	Model	Approach
1st	Models and tactics Design of delivery models that are fit for purpose, effective, and sometimes innovative	Delivery model design Effective delivery models enabling effective practice
2nd	Commissioning process Technically excellent and highly professional	Contestability and market management Creating conditions for best value and outcomes within financial constraints
3rd	Managing the policy and compliance landscape Meeting and actively shaping policy requirements	Strategic procurement of services against needs Services that meet demand
4th	Information, insight, and innovation A commissioning approach that targets innovation and creativity	Values-based/disruptive commissioning Changing the status quo
5th	User and outcome centred Everyone who engages with the care system is in charge of what they get, and their assessment of whether they got what they needed is the one that counts	Citizen-centred commissioning Putting people in charge of care

# The Recommendations

Consistent **engagement** with the community to co-produce services across the entire commissioning cycle

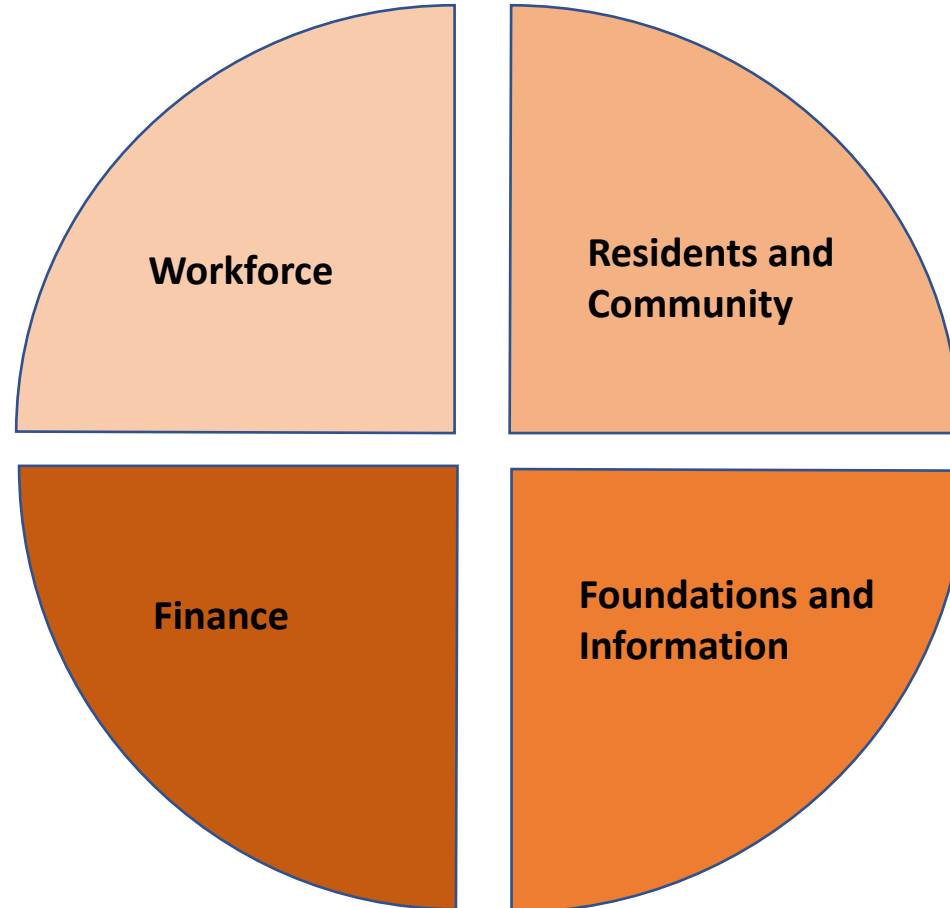
**Foundations and Information** to inform commissioning and support the wider Council

**Support from other areas** of the Council to deliver the above (e.g. Finance, Procurement and Human Resources)

# Project Plan – Balanced Scorecard approach

Provide professional development opportunities to the Workforce – commissioning and wider teams

Ensure resources to support the community's statutory needs are within budget



Increase co-production and co-design of services  
Increase engagement in commissioning cycle activities (Plan, Do, Review)

Ensure strategic direction and documents to support it are produced, aligned and embedded.



# What will it look like in 6 months?

- Engaging with the public regularly to get their views and shape what happens via the Commissioning Co-Production Board
- Planned work and strategic goals being worked towards in the Commissioning team, alongside managing the unexpected work from time to time
- Commissioning cycle embedded across Haringey
- Contributing towards achieving the Haringey Deal
- Identifying and implementing value-for-money opportunities
- CQC inspection-ready (or more-ready)!

# Timeline of Project

