

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
Jon.tomlinson@haringey.gov.uk
Alexandra.domingue@haringey.gov.uk

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