

# UKHCA Conference 5<sup>th</sup> October 2010

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# Commissioning Guidance

Part 1 Statutory Guidance

Roles

Part 2 Good Practice

Preview of the guidance at various events  
last year

Guidance as previewed and improved.

Procurement Route Planner designed for  
social care & housing related support  
services.

# Importance of Commissioning

- What services
- Capacity
- Location
- Cost
- Quality
- Choice of provider
- How they are provided
- Impact on wider service provision / market
- Balance of services
- Rational for decisions

# Guidance

- Evidence e.g. analysis of need, good practice.
- Outcomes to be achieved for service users
- Citizen Centred
- Standing Orders / EU Procurement Regulations – sustainable services
- Value for money / fit for purpose
- Understanding of costs of service provision

# Guidance

- Evaluation of services & Commissioning Strategy
- Workforce
- Skills of Commissioners.

# Guidance

## Difficult Financial Climate

“....Difficult times mean that our efforts are likely to come under greater scrutiny. The amount of resources available for social care will depend upon good evidence. We must therefore be clear about:

- The needs we are able to meet
- Those we cannot meet together with possible consequences
- The outcomes achieved
- The effective use of resources
- It is essential for decision makers to receive this evidence.

# Theme of Partnership

- Engagement of users/ carers – person centred
- Between Local Authorities
- Between NHS/LAs
- Between Commissioners & Providers

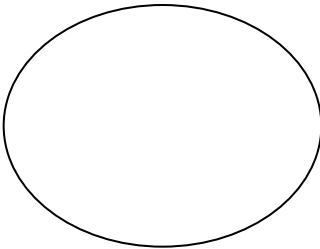
# Partnership between Commissioners and Providers

- Importance of dialogue
- Realistic approaches to fee setting from both LAs and Providers.
- LAs have to ensure that the service can be provided at the appropriate quality for the fee paid.
- Important role for the UKHCA / Care Forum Wales in facilitating dialogue
- WAG is not in a position to arbitrate disputes.

# Commissioning Guidance Implementation

- Guidance overseen by large reference group – changing membership
- Commissioning Executive Group with terms of reference – Commissioners
- Providers Forum – representative umbrella bodies.
- Work stream – contributions from commissioners & providers

**Figure 1 Efficiency and Innovation Programme Structure**



Collaborative



National Asset Management

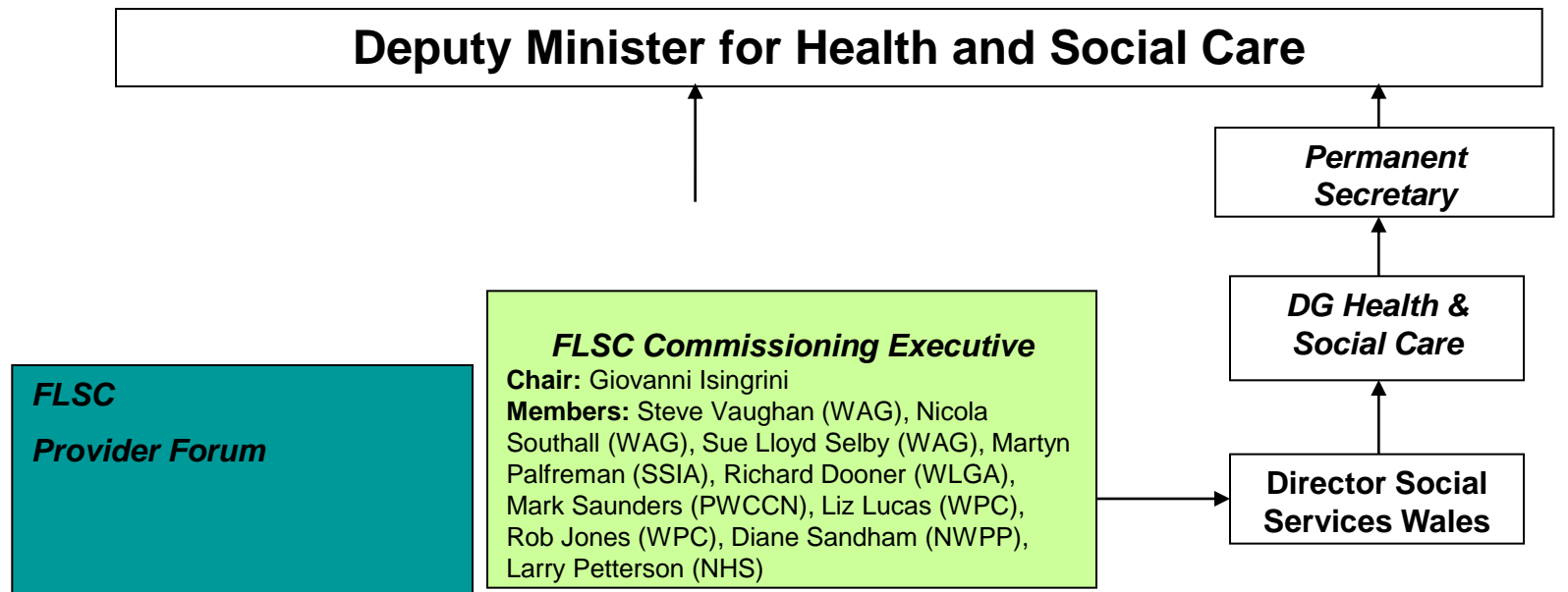


Transforming Business Processes



•Leadership  
•Invest to Save etc ?

# Governance Arrangements – FLSC Commissioning Executive



Advisory/Informative Chain

Controlling/Decision Making Chain

# Other Commissioning Developments

- Publication of Good Practice Guidance on Commissioning Services for People with Learning Disabilities – e.g. information for commissioning
- Framework of Services for Older People will include references to commissioning
- Care Needs Projection System

# Care Needs Projection System

- Population
- Population projections
- Population projections combined with prevalence of health condition e.g. dementia
- Information useful for modelling demand
- Available to Commissioners next week/  
UKHCA New Year – Providers Easter.

# Implementation Programme

Derived from consultation Process & Reference groups.

Launch Commissioning Guidance to Commissioners November / 2010 December

Develop good practice guidelines on the use of outcomes in relation to assessment, care management and commissioning

Develop a benchmarking tool to allow Local Authorities to measure their performance against the Commissioning Framework standards.

# Implementation Programme

- Develop a framework to embed the principles of working with the Third sector and the Independent Sector of the Opening Doors Charter and the MOU into social care commissioning.
- Identify the range and characteristics of existing Provider foras in order to promote opportunities for effective dialogue between providers and commissioners.

# Implementation Programme

- Conduct research to explore the contribution that social enterprise could make to delivering social care services.
- Hold a series of regional workshops to enable Providers to improve their understanding of commissioning plans and procurement processes in order to improve their business planning.

# Implementation Programme

- Conduct an analysis of the domiciliary care sector and carry out an exercise to benchmark current prices.
- Conduct an analysis of the growth of self directed care.
- Support the development regional commissioning capacity together with business plans to achieve improved outcomes for service users and more effective use of resources.

# Implementation Programme

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- Hold a series of regional workshops to enable Providers to improve their understanding of commissioning plans and procurement processes in order to improve their business planning.