Commissioning for Better Outcomes: A Route Map

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Overview

- Context
- Process of development
- Content
- Feedback on application
- Further research
Context: The Care Act

- Promotion of health and wellbeing and provision of preventative services
- The duty to carry out care and support functions with the aim of integrating services
- Access to independent advocacy
- A new duty to promote diversity and quality in the market of care and support providers
Purpose of the standards

To support a local dynamic process of continuous improvement, to strengthen and innovate to achieve improved outcomes for people using social care, their carers, families and communities
Commissioning for Better Outcomes

- Literature review
- Interviews key actors
- Development events
- ADASS workshops
- Expert review of draft standards
- Launched at NCAS Oct 2014
- Testing through peer challenge process
Wicked problems
‘A wicked problem is a social or cultural problem that is difficult or impossible to solve for as many as four reasons: incomplete or contradictory knowledge, the number of people and opinions involved, the large economic burden, and the interconnected nature of these problems with other problems’.

Source: https://www.wickedproblems.com/1_wicked_problems.php
‘A wicked problem is a social or cultural problem that is difficult or impossible to solve for as many as four reasons: incomplete or contradictory knowledge, the number of people and opinions involved, the large economic burden, and the interconnected nature of these problems with other problems’.

Solutions to wicked problems can be only good or bad, not true or false.

Source: https://www.wickedproblems.com/1_wicked_problems.php
Wicked problems

Commissioning for outcomes

Coproduction an aspiration but challenging

Financial pressures

Personalisation and population focused commissioning

Little evidence for impact of commissioning

Integrated commissioning

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Integrated commissioning
Draft principles for good commissioning practice

- Co-produced and engage local communities
- Adopt an asset based, whole life approach, promoting self-care.
- Underpinned by personalised and community based care
- Build positive relationships with providers
- Local accountability and transparency
- Outcomes-focused and person centred
Draft principles for good practice

- Facilitate a shift to prevention
- Promote an integrated approach
- Be fit for purpose with proper use of information
- Implement the equality duty to achieve ‘parity of esteem’ between client groups
- Use research and (practice) evidence
- Identify the most cost-effective solution that blends quality and cost.
- Value for the community not just the commissioner or the provider.
Twelve standards
<table>
<thead>
<tr>
<th>Domain</th>
<th>Description</th>
<th>Standards</th>
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| Person-centred and outcomes-focused        | This domain covers the quality of experience of people who use social care services, their families and carers and local communities. It considers the outcomes of social care at both an individual and population level. | 1. Person-centred and focuses on outcomes  
2. Promotes health and wellbeing  
3. Delivers social value                                                                             |
| Inclusive                                   | This domain covers the inclusivity of commissioning, both in terms of the process and outcomes.                                                                                                             | 4. Coproduced with local people, their carers and communities  
5. Positive engagement with providers  
6. Promotes equality                                                                                 |
| Well led                                    | This domain covers how well led commissioning is by the Local Authority, including how commissioning of social care is supported by both the wider organisation and partner organisations. | 7. Well led  
8. A whole system approach  
9. Uses evidence about what works                                                                 |
| Promotes a sustainable and diverse market place | This domain covers the promotion of a vibrant, diverse and sustainable market, where improving quality and safety is integral to commissioning decisions. | 10. A diverse and sustainable market  
11. Provides value for money  
12. Develops the workforce                                                                              |
Score your progress against each of the ‘what does good look like?’ statements on the arrow.
Standard 1: Good commissioning is person-centred and focuses on outcomes
Good commissioning is person-centred and focuses on the outcomes that people say matter most to them. It empowers people to have choice and control in their lives and over their care and support.

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<th>What does good look like?</th>
<th>Potential evidence to demonstrate how we are doing</th>
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Peer challenge pilot

- Self-assessment
- 3 sites – Haringey, Nottinghamshire, and Solihull using LGA peer challenge process
- Overall feedback on content positive
- Issues raised about format and process
- Refresh and final launch
Opportunities for research

- What impact does using the standards have on commissioning practice?
- Focus on individual standards
  - Effectiveness of different approaches to co-production?
  - Commissioning for prevention?
  - Effect of market shaping on the quality of provision?
Thank you

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#commissioning4outcomes