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**Commissioning for Better
Outcomes: A Route Map**

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Overview

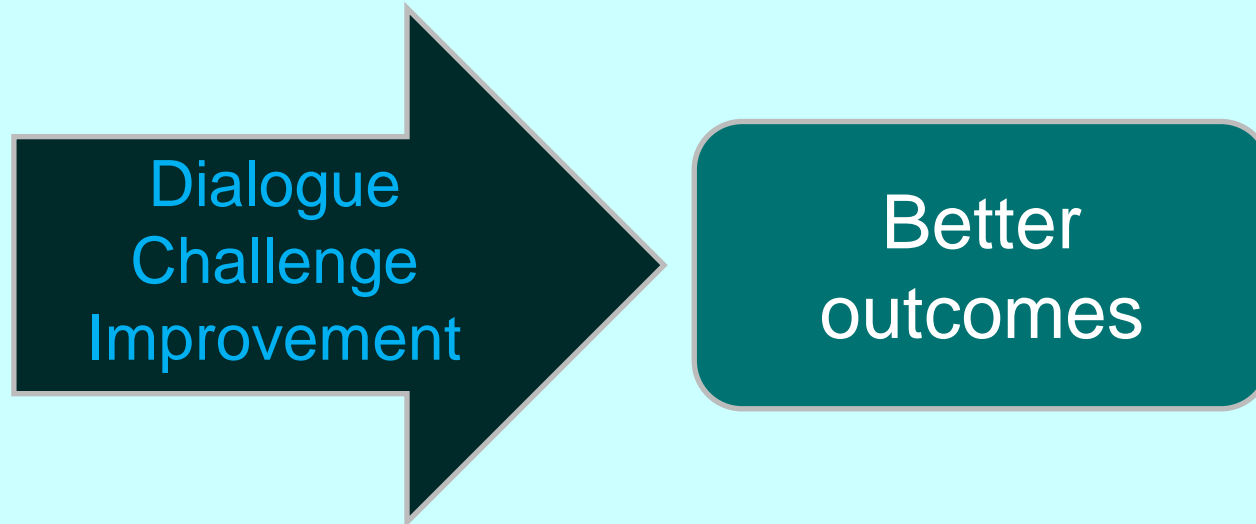
- Context
- Process of development
- Content
- Feedback on application
- Further research

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

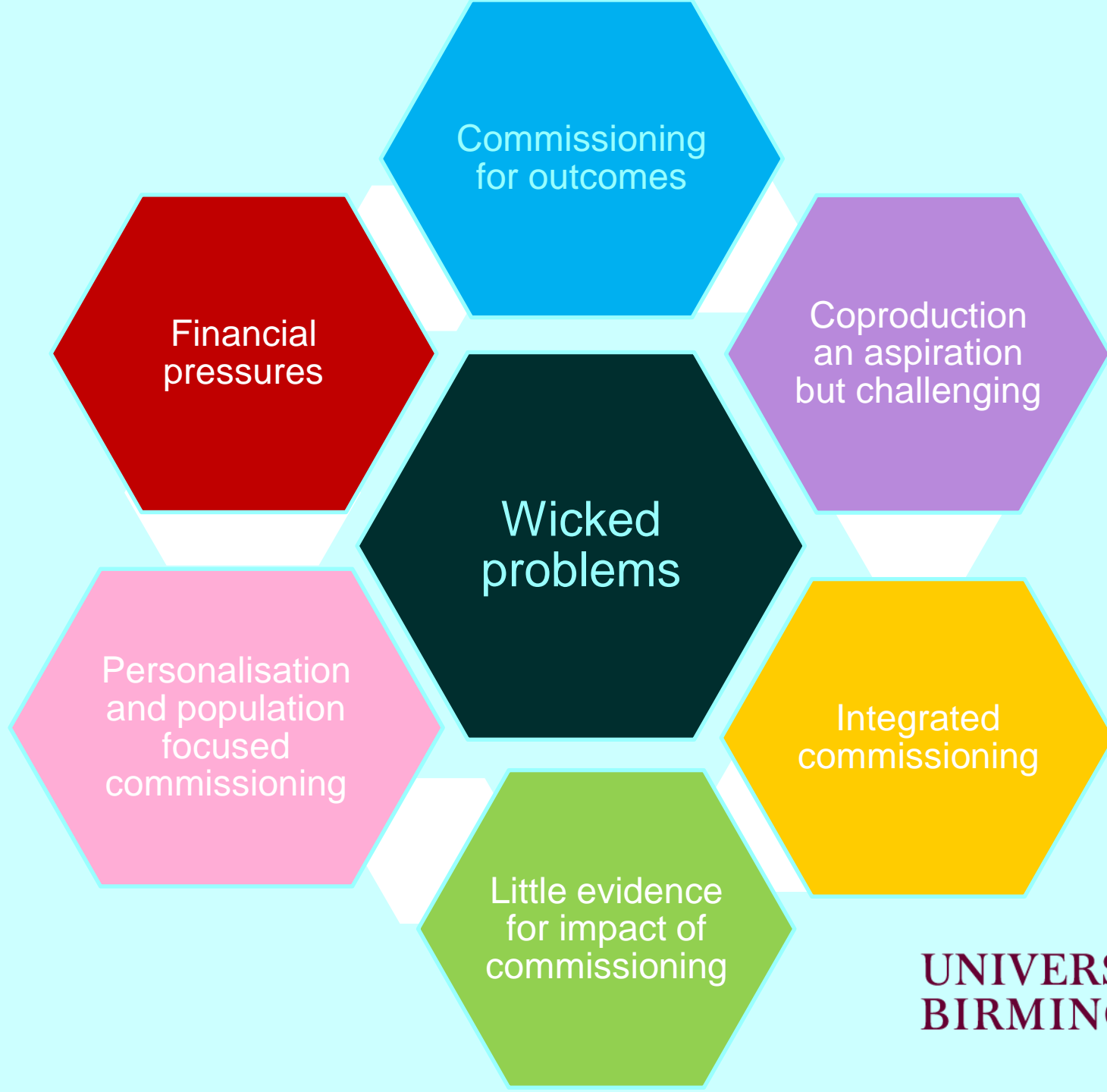
‘A wicked problem is a social or cultural problem that is difficult or impossible to solve for as many as four reasons: incomplete or contradictory knowledge, the number of people and opinions involved, the large economic burden, and the interconnected nature of these problems with other problems’.

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



Commissioning
for outcomes

Financial
pressures

Coproduction
an aspiration
but challenging

Wicked
problems

Personalisation
and population
focused
commissioning

Integrated
commissioning

Little evidence
for impact of
commissioning

Draft principles for good commissioning practice₁

- 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 practice₂

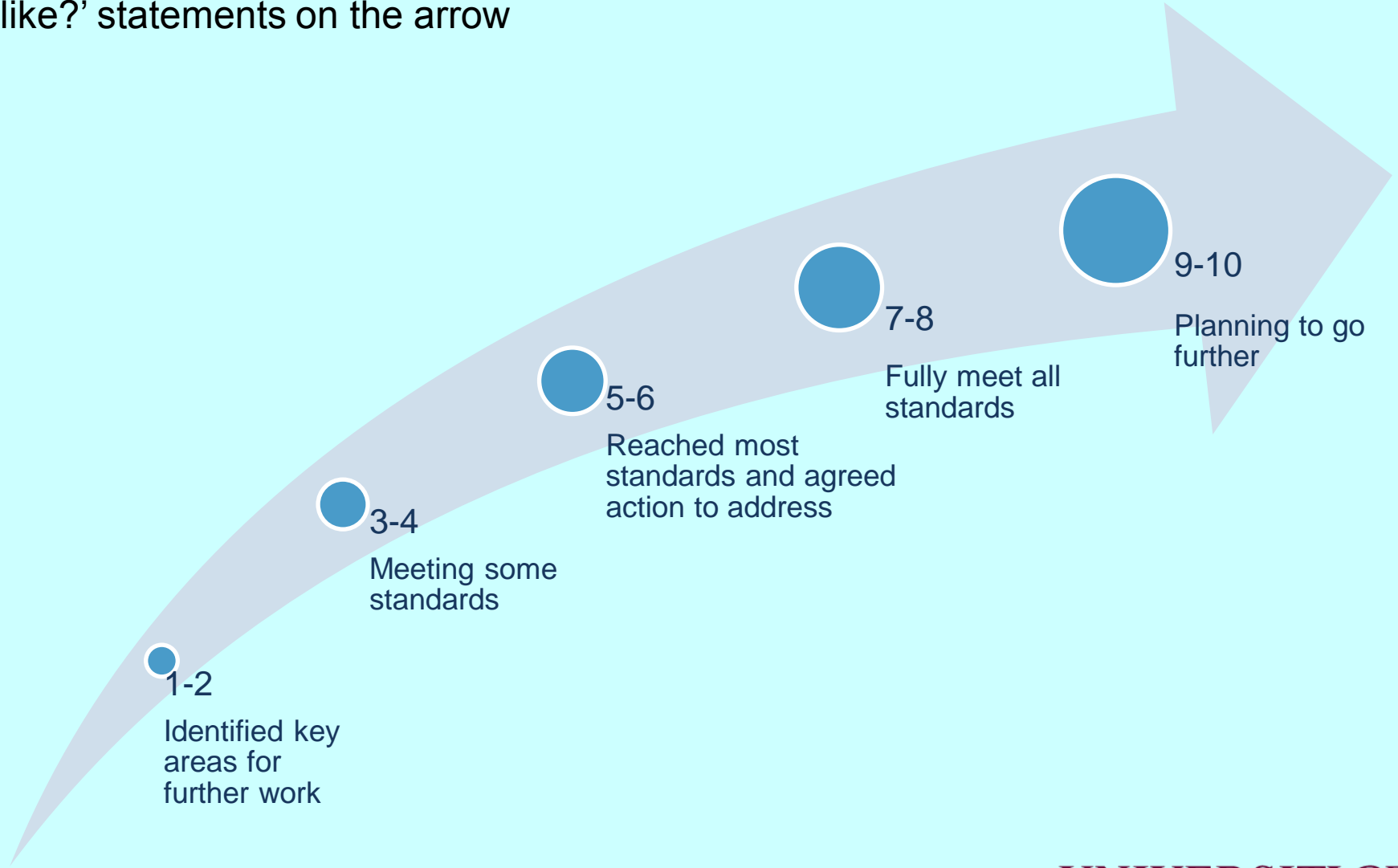
- Facilitate a shift to prevention
- Promote an integrated approach
- Be fit for purpose with proper use of information
- Implement the equality duty to achieve '*parity of esteem*' between client groups
- Use research and (practice) evidence
- Identify the most cost-effective solution that blends quality and cost.
- Value for the community not just the commissioner or the provider.

Twelve standards



Domain	Description	Standards
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.	<ol style="list-style-type: none"> 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.	<ol style="list-style-type: none"> 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.	<ol style="list-style-type: none"> 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.	<ol style="list-style-type: none"> 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.

What does good look like?

Potential evidence to demonstrate how we are doing

Peer challenge pilot

- Self-assessment
- 3 sites – Haringey, Nottinghamshire, and Solihull using LGA peer challenge process
- Over all 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