

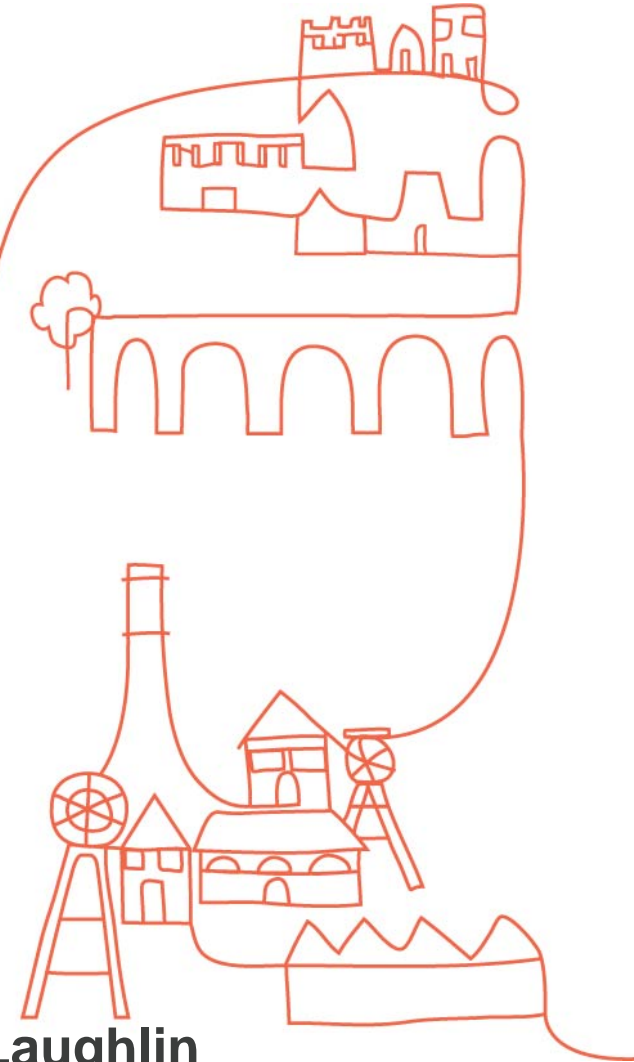


Cwm Taf
Ymddiriedolaeth GIG / NHS Trust



Commissioning Policy Development Project

**Public Sector Code of Practice for
Commissioning Third Sector
Services in Merthyr Tydfil and
Rhondda Cynon Taff
Consultation
May – July 2010**



**Margaret McLaughlin
VAMT/Interlink**

Citizen Centred Model

“Three main problem areas:

- Culture
- Capacity
- Complexity”

Beyond Boundaries Citizen-centred local services for
Wales 2006 Beecham Review of Local Service Delivery



Local Commissioning

Barriers and Issues: Third Sector

“It is difficult to understand what is happening with commissioning”

“Different documentation is used making it difficult to get used to the processes”

“Lack of time is often used as an excuse for not involving third sector organisations”

“Service specifications ...not focussed on outcomes”



Local Commissioning

Barriers and issues: Public Sector

“Commissioning is ad hoc and piecemeal”

“Consistency in language & documentation is needed”

“There is currently no mechanism to learn from good practice..”

“Training...bears little resemblance to what is happening on the ground”

“Need for a clear.. picture of what services third sector organisations are funded to deliver”




COMMISSIONING FRAMEWORK

Public Sector Code of Practice for Commissioning
Third Sector Services in Merthyr Tydfil and Rhondda
Cynon Taff


Summary Document



Code of Practice Aims to contribute to:

- Improving commissioning processes
 - Designing and delivering citizen centred public services
 - Identifying and removing barriers to third sector involvement in public service delivery
 - Developing a joint public services policy
- 

Code of Practice Features

- Principles for commissioning; and working with the third sector
 - Analyse, Plan, Secure Services, Review
 - 17 Checklists for different stages of the commissioning process with undertakings for both sectors
 - Complementary to good practice e.g. Procurement Route Planner for social care and PSU/SSI work
 - Local practice
- 

PREFACE

What is the Code of Practice?

It is a commissioning framework for public and third sector organisations. However, it is recognised that it relates to good practice in commissioning that can be applied more broadly. It has been designed to work alongside existing commissioning frameworks and guidance. It is intended to contribute to:

Improving commissioning processes*

- Designing and delivering public services that are citizen centred, needs based and outcomes led
- Identifying and removing barriers to third sector involvement in public service delivery
- Developing a joint public services policy

How can the Code of Practice be used?

It can be used to:

- Demonstrate and support good practice
- Explain how public sector commissioners and third sector organisations can proactively engage with each other and seek a mutually beneficial relationship
- Show how involving the third sector effectively can help to achieve sustainable outcomes and value for money

- Highlight the value of local knowledge and expertise
- Describe the constraints of the powers and policy framework within which commissioners must work
- Promote more efficient use of resources
- Provide a mechanism for evidencing good practice in partnership working and commissioning
- Providing a rationale and basis for increased joint commissioning
- Strengthen learning between public service organisations

Who is the Code of Practice for?

Everyone in public and third sector organisations delivering public services in Merthyr Tydfil and Rhondda Cynon Taff

What service areas does the Code of Practice consider?

It can be applied to any area of public service delivery.

*Commissioning encompasses service planning for the purposes of this code of practice

What's in the Code of Practice?

- An overview of the policy context (see Full Document)
- Shared principles to guide relationships between public service organisations in the commissioning context and bring greater consistency and cohesion to them
- Checklists that cover the key stages of the commissioning/ service planning relationship
- Undertakings from public and third sector organisations on what they can expect from each other
- A template for organisations to produce their own action plans for improvement in commissioning (see Appendix 1 of the Full Document)
- A glossary of key terms (see Full Document)
- References to a range of resources, including good practice examples and government guidance (see Full Document)

The Full Document can be viewed on www.vamt.net and www.interlinkrct.org.uk.

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Section 1: Introduction

- Principles
- The Commissioning Cycle

Section 2: Commissioning Checklists

- Stage 1 Analyse Checklists 1-4
- Stage 2 Plan Checklists 5-8
- Stage 3 Secure Services Checklists 9-15
- Stage 4 Review Checklists 16-17

Section 3: Implementation

Implementation and monitoring of the Code of Practice

Appendix 1: Key definitions

ACKNOWLEDGEMENTS - Thank you to:

The Big Idea Fund • Cwm Taf Health Board • Merthyr Tydfil County Borough Council • Rhondda Cynon Taff County Borough Council • Voluntary Action Merthyr Tydfil (County Voluntary Council for Merthyr Tydfil) • Interlink (County Voluntary Council for Rhondda Cynon Taff) • Local Service Board for Merthyr Tydfil and Rhondda Cynon Taff • Value Wales Procurement Route Planner for Social Care team • Voluntary Norfolk and National Council for Voluntary Organisations Third Sector Commissioning Guide

COMMISSIONING CHECKLISTS

In order to meet the requirement of this Code of Practice, the following checklists will have to be considered and implemented.

CHECKLIST 1: MANAGING THE COMMISSIONING PROCESS

What arrangements need to be in place in order to manage the commissioning process?

COMMISSIONERS

- C1** Establish a commissioning mechanism/ structure that involves all partners (which in some instances may already exist through a strategic partnership)
- C2** Establish the policy background/ intent for the service to be developed on the basis of processes to which all partners have contributed.
- C3** Produce a Commissioning Planning Framework to agree the focus, scope, quality and details of the work; plan as far in advance as possible; and assist with managing the process

STAGE 1 ANALYSE

Purpose: To establish the best information and intelligence in order to decide what to commission. The more clarity, consensus and involvement achieved at this stage, the more straightforward later decisions will be and the more successful implementation of the programme is likely to be.

THIRD SECTOR ORGANISATIONS

- T51** Contribute to the development of key policies and strategies in Merthyr Tydfil and Rhondda Cynon Taff.
- T52** Know about the partnership mechanisms in Merthyr Tydfil and Rhondda Cynon Taff and how to access them
- T53** Join relevant third sector networks and forums in the area (through the County Voluntary Councils, VAMT and Interlink) and understand their representative role.

COMMISSIONERS


- C4** Ensure that everyone involved has a good understanding of commissioning, the responsibilities of the partnership or working group in relation to commissioning and their own role within this
- C5** Have a procedure in place for dealing with conflicts of interest of any of the organisations involved in commissioning
- C6** Produce a communication plan that includes frequency and means of communication and engagement with stakeholders
- C7** Understand the multiple roles that third sector organisations play in commissioning

THIRD SECTOR ORGANISATIONS

- T54** Make use of the information, training and consultation opportunities that third sector networks and forums offer at every stage of commissioning.
- T55** Consider contributing to partnerships as members or third sector representatives and understand the difference between the roles
- T56** Deal with any conflict of interest appropriately as a member or representative on a partnership or working group



Just some themes... Need for...


- Partnership working
 - Outcomes, outcomes, outcomes
 - Engagement
 - Service design – more innovation
 - Common processes, documentation, language
 - Planning well ahead
 - Increased mutual understanding
 - Challenges to everyone
- 

Is it too much?

Not if we:

- Recognise/build on local good practice
 - Learn from good practice elsewhere
 - Take a Strategic Approach:
 - Consultation/Engagement Framework
 - Outcomes Framework
 - Consistent processes
 - Integration in partnerships
- 

It can work at different levels


- A good practice checklist **Individual**
 - Learning and reference tool (Full Document) **Individual**
 - Focus of team discussion and debate **Team**
 - Full implementation and catalyst for improved commissioning within individual organisations **Organisation**
 - A step towards a joint public services policy **Public Service**
- 

Key Questions for Today

- What do you think should be in the Code of Practice?
- What do you think we need to do to ensure that the Code of Practice is implemented effectively?



Underlying Questions

- What and how can we share?
 - What can we learn and adopt from elsewhere?
 - What do we need to explore further?
 - What needs to be adapted for/ explained more to the third sector ?
 - What new skills do we need?
- 

What about the other outputs ?

- Training – Training Needs Analysis is available today - Training Programme to follow
- Web based commissioning toolkit – use the Evaluation to tell us what you think it should include
- Joint public services policy – the role of the Project Steering Group working with Compact and LSBs

After today

- Responses will be analysed
- Code of Practice amended
- Implementation ideas assessed
- Report to LSBs' joint meeting-July
- Completed Code of Practice to be endorsed by LSBs' joint meeting-Nov
- Adoption sought through individual organisations
- Launch event 2011 - implementation

