

Wiltshire

Social Care Commissioning

Wiltshire Council

Purpose, Work Prioritisation and Governance

Introduction

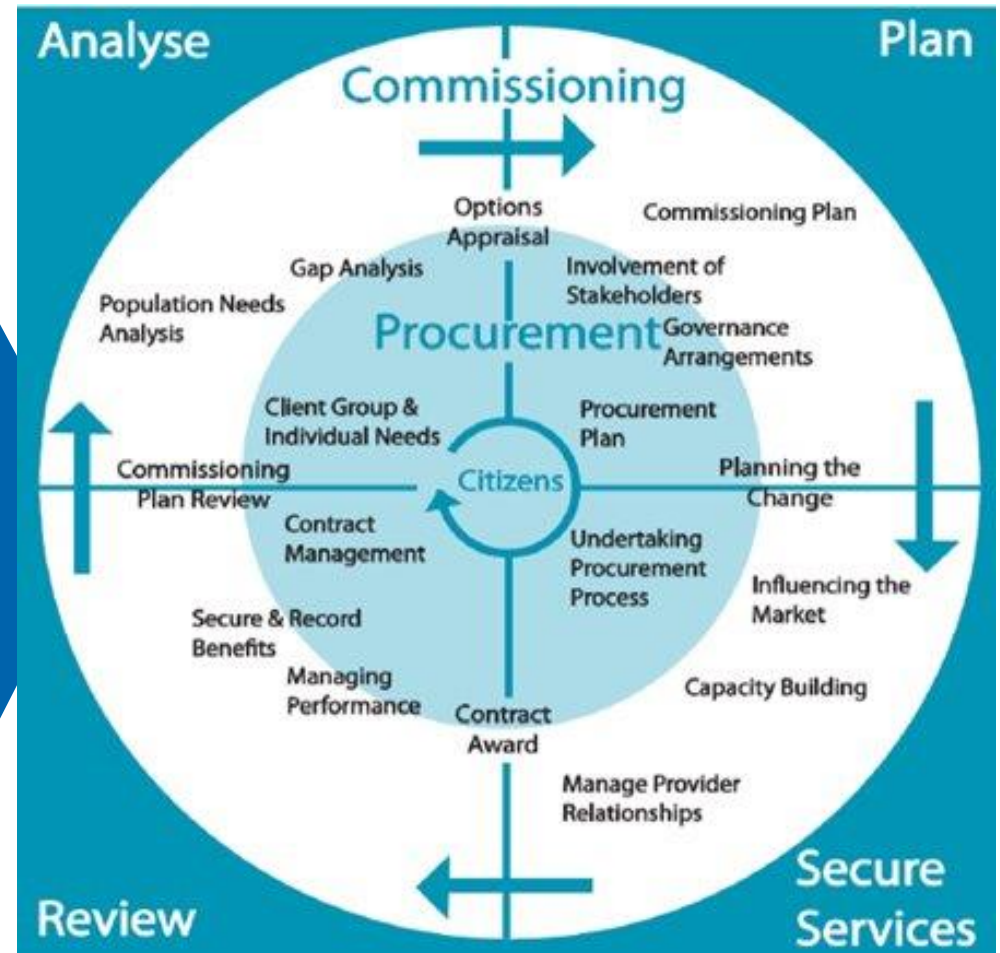
The Commissioning Directorate has undergone significant change and disruption in the past 12 months. This has impacted on clarity of purpose and productivity, with staff often unclear on their priorities.

In October 2023 a permanent Director of Commissioning was appointed to provide stability, clarity, and support for staff, enabling them to focus on delivering against set priorities.

What is Commissioning?

Commissioning is the process by which services are planned, purchased, and monitored to achieve good outcomes and best value.

In Wiltshire we have two adult commissioning teams who work collaboratively across social care and health services, and a families and children's commissioning team who, in addition to social care and health services work collaboratively with Education and Skills, with particular focus on Early Years and SEND





Principles

Commissioning Priorities

The Commissioning teams have agreed that the following priorities will govern their work:

- Commissioning services that support people to stay in their own homes.
- Commissioning services that support unpaid carers
- Commissioning services that focus on improving an individual's quality of life.
- Commissioning services that support people into paid employment
- Commissioning services that provide a range of housing options.
- Commissioning services that support access to a range of self-directed support options.
- Monitoring and reporting on the impact of commissioning decisions.
- Commissioning and ensuring the sufficiency of Early Years provision
- Commissioning services that provide young people with safe, loving homes through residential and fostering arrangements
- Commissioning services that ensure young people with SEND and their families can thrive in their communities
- Commissioning services that provide early help and early intervention for families and children
- Commissioning a range of services to support young people to successfully transition to adulthood

Ethical Commissioning Principles

Monitoring the impact and outcomes.

The Commissioning teams have developed a number of co-produced strategies that set the direction of travel for the Council and the residents of Wiltshire. However, there is acknowledgement that we need to be better at delivering on these strategies and measuring the impact. We need to ask, what difference have we made? To ensure this, we will have in place:

- Effective performance management, appropriate to the commissioning plan.
- Evidence that outcomes are being improved as a result of our commissioning.
- Customer experience and feedback will be a key part of these performance measures.
- Success measures that will allow us to use leading indicators to monitor progress, as well as assessing whether outcomes have been achieved.
- Performance and evaluation measures will have been developed and agreed at the point of commissioning, ideally in conjunction with providers and users to make sure we are measuring what matters.
- Measuring the return on our investment, both qualitative and quantitative.
- Ensuring any lessons are learnt and are used to inform all future commissioning.



- ✓ Every decision – strategic, commissioning and delivery – is insight based.
- ✓ We are outcomes driven – confident about what is important to residents and communities and that our resources are focused on achieving those outcomes.
- ✓ We deliver efficient and effective services that make the best use of resources.
- ✓ We recognise the interdependencies between residents, communities, organisations, and services.
- ✓ Democracy is embedded in everything we do and the voices of residents and communities are sought and listened to.

- ✓ We use the information and views that we hear from our communities to shape service development and can evidence the positive impact this is having.
- ✓ We understand our strategic and community leadership role and the resources and assets available through working with partners, providers, and communities.
- ✓ Our staff understand what we are trying to achieve and their role in this and feel that their contribution is valued and recognised.
- ✓ Our members and communities understand what we are trying to achieve and their role in this and feel that their contribution is valued and recognised.

What will make us Outstanding?

The Commissioning teams are ambitious and passionate to improve the outcomes for our most vulnerable residents, alongside our children, young people and their families. The teams will strive to be excellent and will therefore ensure that:

Governance

All strategy implementations plans are monitored through our Commissioning Governance Group (CGG) and both the Transformation Adult Social Care (TASC) Operational and Executive Board. We also report to the joint Wiltshire Local Commissioning Group (WLCG), Mental Health, Learning Disability and Autism Board, Autism Partnership Board, Families and Children Transformation Board (FACT), High Needs Block Sustainability Board, System of Excellence Group and the SEND & Alternative Provision Board.

We also report to Cabinet, Childrens Select, Health Select and Health & Wellbeing Board for oversight and scrutiny.

