

# One borough; one community; London's growth opportunity



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Enabling social responsibility



Growing the borough

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Presentation to the Health & Wellbeing Board  
**Sector Led Improvement Peer Review  
on Managing the Market in Adult Social Care**

**mark tyson**  
**Group Manager,**  
**Integration & Commissioning**

# Peer Review Process

## Sector-Led Improvement

London Social Care Partnership

Barking & Dagenham Review

The Team and Dates

Sector Led Improvement (SLI) is the mechanism developed by the local government sector to replace top-down monitoring by central Government, in order to drive improvement in the services it provides, emphasising accountability to local populations.

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# Peer Review Process

Sector-Led Improvement

**London Social Care Partnership**

Barking & Dagenham Review

The Team and Dates

- London Councils and ADASS working together
- Developed the Sector-Led Improvement programme in London
- Includes a programme of 'peer review'

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# Peer Review Process

Sector-Led Improvement

London Social Care Partnership

**Barking & Dagenham Review**

The Team and Dates

- Chose 'Market Management' as a theme
- Part of the Care Act
- Something we have made a good start on over the years
- Where next?

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# Peer Review Process

Sector-Led Improvement

London Social Care Partnership

Barking & Dagenham Review

**The Team and Dates**

- 7-9 October 2014
- Team was led by Simon Pearce (Director, RB Kingston)
- Officers from Islington, Newham and the LSCP
- For the first time included a service user as part of the team

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# Scope for the Review

- Effectiveness of the Market Position Statement
- Impact of MPS on providers
- Communication of vision for market in social care
- Role of support planners
- Do personal budgets truly deliver a personalised service and how is quality assured within the process?

# Feedback from the Review

## Feedback

- A significant shift to a personal assistant model of delivery involving a culture change and accreditation
- The commitment to user choice
- The integrated GP cluster model is a strong foundation to building support around people
- Comprehensive Market Position Statement for Adult Social Care

## Feedback

- Explicit link between local economic regeneration and the care market
- Strategic approach to market development is working its way into day to day commissioning
- Good examples of complex case support plans
- Develop stronger Person Centred support planning approaches

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# Feedback from the Review

## Feedback

- Develop a stronger vision for personalisation across all groups
- Opportunities to expand the personal assistant model into complex care and mental health
- Consider co-production approach to commissioning, to help build and design services for local people

## Feedback

- Promote the Market Position Statement through Provider Forums
- Refresh commissioning intentions
- PAs don't guarantee personalisation
- Develop stronger Person Centred support planning approaches

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# Workshop follow up

## Table themes:

- Personal Assistant Market Development
- Engagement with People and Providers
- Person Centred Planning
- Information and Advice

45 minutes



Person Centred Planning			
Observations	Actions	Comments	Priority
Develop stronger Person Centred support planning approaches.			1
Greater opportunity to involve family and carers in support planning.			2
When the Personal Budget is being set up, families could have more of a say.			2
Is employment being considered enough in support planning.			3
Cluster Managers to drive person centred approaches.			3
PA's don't guarantee Personalisation.			3
Anything else?			

Engagement with People and Providers			
Observations	Actions	Comments	Priority
Think about ways to help service users have a say about services and where they live.			1
How people are involved in shaping ABC in Barking & Dagenham - think about how we currently do this and how it needs to improve.			2
Consider co-production approach to commissioning, to help build and design services for local people.			3
Promote Market Position Statement through Provider Forums			
Market Development team could build on relationships with others, like Housing, also commissioners.			
Anything else?			



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# Proposed Actions

## Personal Assistant Market

- Strategic Plan for PAs
- Broaden PA market to other client groups
  - Mental health
  - LD
  - Health personal budgets
- PA Forums
- Better guidance on the employer status

## Person Centred Planning

- Person centred planning included in workforce planning
- Strengthen promotion of the range of services available to people through the Care and Support Hub
- Monitoring of uptake and choices
- Ensure workforce assessment tools facilitate “creative thinking”

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# Proposed Actions

## Engagement

- Map current provision
- Establish a steering group service users and providers to work on engagement and co-production forward
  - Existing provider forums, etc.
- Develop service user and provider engagement plan

## Care & Support Hub

- Service users and provider feedback work on the website
- Development plan for the Care and Support hub as the key information resource for residents and providers
- Explore how this information is provided to people with no IT access

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# Delivering the actions

- Care Act planning
- Existing programmes, such as Fulfilling Lives
- Partnership work with NHS
- Strengthening existing provider and service user engagement

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# Next steps



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# Questions?

