One borough; one community; London’s growth opportunity

Enabling social responsibility

Growing the borough

For more information visit lbbd.gov.uk/visionandpriorities
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.
Peer Review Process

- London Councils and ADASS working together
- Developed the Sector-Led Improvement programme in London
- Includes a programme of ‘peer review’
Peer Review Process

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

- 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
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

<table>
<thead>
<tr>
<th>Feedback</th>
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<tr>
<td>• 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</td>
<td>• 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</td>
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### Feedback from the Review

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<tr>
<td>• Develop a stronger vision for personalisation across all groups</td>
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<tr>
<td>• Opportunities to expand the personal assistant model into complex care and mental health</td>
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<td>• Consider co-production approach to commissioning, to help build and design services for local people</td>
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<td>• Promote the Market Position Statement through Provider Forums</td>
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<td>• Refresh commissioning intentions</td>
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<td>• PAs don’t guarantee personalisation</td>
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<td>• Develop stronger Person Centred support planning approaches</td>
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Workshop follow up

Table themes:

- Personal Assistant Market Development
- Engagement with People and Providers
- Person Centred Planning
- Information and Advice
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”
## Proposed Actions

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<th>Care &amp; Support Hub</th>
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<td>• Map current provision</td>
<td>• Service users and provider feedback work on the website</td>
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<td>• Establish a steering group with service users</td>
<td>• Development plan for the Care and Support hub as the key information resource for residents and</td>
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<td>and providers to work on engagement and co-</td>
<td>providers</td>
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<td>production forward</td>
<td>• Explore how this information is provided to people with no IT access</td>
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<td>• Existing provider forums, etc.</td>
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<td>• Develop service user and provider engagement</td>
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<td>plan</td>
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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
Next steps
Questions?