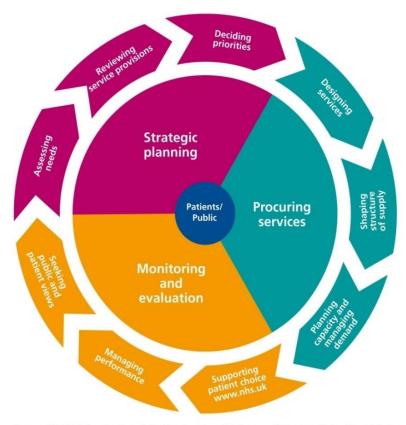
# What is Commissioning?

- **Definition:** Commissioning is the **strategic process** of planning, designing, buying, and monitoring services to meet the needs of a population.
- Purpose: Ensures people have access to the right services, in the right place, at the right time.
- Cycle: Often described as a "plan, do, review" cycle assessing needs, securing services, and evaluating outcomes.
  - Focus: On improving outcomes, quality of care, and value for money.
- Collaboration: Works across health, social care, housing, and community partners.



Courtesy of The NHS Information Centre for health and social care. Full diagram available at: www.ic.nhs.uk/commissioning

## **Contract Types**

### Framework Contracts

- •A list of pre-approved providers.
- •Services can be purchased as needed.
- Offers flexibility while ensuring quality standards.

### Spot Contracts

- One-off or short-term agreements for an individual service user.
- •Useful for urgent, specialist, or less common needs.
- •Can be higher cost due to lack of economies of scale.

### Block Contracts

- •Provider is paid for a set number of placements/units of service, regardless of usage.
- Guarantees provider income and service availability.
- Risk of under/over-utilisation.

### Procurement and tendering

- •Transparency: Ensures fairness, equal opportunity, and trust between commissioners and providers.
- •Specification: Sets out exactly what the service should deliver, including outcomes and standards.
- •Tendering Process: The method of inviting bids, evaluating submissions, and awarding contracts in line with regulations.
- •KPI's (Key Performance Indicators): Measures used to track whether the service is delivering value, quality, and outcomes for people.
- •Checks: Safeguards like financial checks, safeguarding standards, CQC ratings, and policies to ensure providers are suitable.
- •Criteria: The scoring framework used to evaluate tenders, e.g., cost, quality, innovation, social value.

### Market engagement and management

#### What is Market Engagement?

- The process of interacting with providers, stakeholders, and the wider care market to understand supply, demand, and service needs.
- Helps commissioners shape services that meet the needs of local adults requiring social care support.
- Why We Do It:
- Identify gaps and opportunities in care provision.
- Understand providers' capacity, capabilities, and innovation.
- Build relationships with local and regional care providers.
- Inform commissioning strategies and service design decisions.
- What It Achieves:
- Ensures a responsive, high-quality, and sustainable care market.
- Supports better outcomes for service users.
- Encourages competition, innovation, and improved service delivery.
- Helps plan for future demand and evolving care needs.

## Co-production and Co-design

- Definition:
- Collaborative approach where service users, carers, and professionals work as equals to design, deliver, and evaluate services.
- Why It Matters:
- Services aligned with real needs
- Higher satisfaction and trust
- Sustainable, resilient care
- Promotes community engagement and social value
- How It Works:
- Engagement: Workshops, focus groups, surveys, advisory panels
- **Mechanisms:** Shared decision-making, asset-based approach, clear communication, feedback loops
- What Residents & Stakeholders Want:
- Active involvement from the start
- Recognition of lived experience

- · Clear, accessible information
- Tangible improvements in services
- Commissioners & Providers Should Aim For:
- Inclusive practices, especially for seldom-heard voices
- Training and support for meaningful participation
- Long-term partnerships with communities
- Continuous improvement through feedback

### What do Commissioners want to see

#### 1. Quality and Reliability

- High-quality, person-centred care that meets regulatory standards.
- Consistent performance and positive outcomes for service users.
- 2. Engagement and Collaboration
- Active participation in consultations, forums, and partnerships.
- Open communication with commissioners and other stakeholders.
- 3. Social Value
- Contribution to the local community (e.g., local employment, training, volunteering).
- Promoting inclusion and wellbeing beyond core care delivery.
- 4. Innovative Approaches & Flexibility
- Creative solutions to meet evolving care needs.

- Adoption of technology or alternative care models for efficiency and better outcomes.
- Flexibility in service delivery to respond to changing demand.
- 5. Alignment with Strategic Direction
- Commitment to long-term service sustainability.
- Supporting commissioners' goals for an integrated, forward-looking care market.

### The future

- 1. Collaborative Partnerships with Providers
- Stronger engagement with home care and care providers to co-design services.
- Building long-term relationships to understand challenges, capacity, and opportunities.
- Joint problem-solving to improve service delivery and outcomes.
- 2. Creating a Sustainable Market
- Ensuring sufficient supply of high-quality providers to meet demand.
- Supporting smaller and local providers to thrive and remain viable.
- Encouraging diverse delivery models, including co-operative and third sector organisations.
- 3. Shaping the Market Effectively
- Using data and intelligence to identify gaps and predict future needs.
- Commissioning strategically to influence provider behaviour and service development.
- Promoting social value, inclusion, and community impact through commissioning decisions.
- 4. Promoting Innovation & Alternative Models of Care
- Encouraging new approaches to home care, technology-enabled care, and flexible services.
- Supporting co-operative care models, micro-providers, and community-based initiatives.
- Piloting alternative delivery methods to improve efficiency and service user outcomes.

#### 5. Financial Sustainability & Efficiency

- Balancing quality with cost-effectiveness in commissioning decisions.
- Considering the impact of inflation, workforce pressures, and funding constraints.
- Using tools like Individual Service Funds (ISF) and Direct Payments (DP) to empower users.

#### 6. Third Sector & Community Involvement

- Partnering with voluntary, community, and faith-based organisations.
- Leveraging local knowledge and resources to complement formal care provision.
- Strengthening community resilience and integration with statutory services.

#### 7. Strategic Outcomes

- A responsive, adaptable, and sustainable adult social care market.
- Services that are person-centred, innovative, and financially resilient.
- Stronger collaboration across commissioners, providers, and communities to meet evolving care needs.