

<b>MAYOR AND CABINET</b>			
<b>Report Title</b>	Mayoral response to the comments of the Healthier Communities Select Committee on Outcomes Based Commissioning and Outcomes Based Practice For Adult Social Care		
<b>Key Decision</b>		Item No.	
<b>Ward</b>	All		
<b>Contributors</b>	Executive Director for Community Services		
<b>Class</b>	Part 1	Date	23 October 2013

### **1. Purpose**

- 1.1 This report sets out the response to the issues raised by the Healthier Communities Select Committee.

### **2. Recommendations**

The Mayor is recommended to:

- 2.1 Approve the response from the Executive Director for Community Services to the issues raised by the Healthier Communities Select Committee.
- 2.2 Agree that this report should be forwarded to the Healthier Communities Select Committee.

### **3. Policy Context**

- 3.1 Lewisham Council leads on the commissioning and quality assurance of both personal health and personal social care services for vulnerable adults. This function is carried out by the Joint Commissioning Team which is part of the Community Services Directorate, and is governed by a Section 75 agreement between Lewisham PCT and LB Lewisham signed in 2010. The services commissioned include: day care, domiciliary care, residential and nursing care, specialist health care, support for long term conditions and care for people at the end of their life.
- 3.2 Commissioned services are undergoing a significant shift in emphasis, moving away from block contracts with a small number of providers, to a position where service users are supported to develop individualised support plans which identify the outcomes they want to obtain. Service users are then supported to use their individual budget or direct payment to purchase the services they need from a wide range of providers in the market. This change in emphasis is usually referred to as personalisation or self-directed support.

3.3 This policy driver is enshrined in national legislation and policy guidance including: Your Health, Your Care, Your Say (2008); Putting People First (2007); Think Local, Act Personal (2011) and Integrated Care, Our Shared Commitment (2013).

3.4 The development of outcomes based commissioning and outcomes based practice link to the Council's priorities 'Caring for Adults and Older People' and 'Inspiring Efficiency, Effectiveness, and Equity'. It also contributes to the delivery of the sustainable community strategy priorities:

**Safer:** where people feel safe and are able to live free from crime, anti-social behaviour and abuse.

**Healthy, active and enjoyable:** where people can actively participate in maintaining and improving their health and well being.

#### **4. Background**

4.1 On 9 July 2013 the Healthier Communities Select Committee considered a report on progress made in relation to outcomes based commissioning and outcomes based practice in Adult Social Care. This report focused on the progress made on working with providers to move from a 'time and task' model of service delivery to an approach where services are personalised and based on achieving the outcomes that are identified as important to individual service users.

4.2 Consideration of this matter was also informed by a consultation event on the afternoon of 9 July which provided the opportunity for members of the select committee to meet with 50 service users and carers and hear directly about their experience of the care and support services that they receive. This included services provided directly by the Council, services commissioned by the Council and services that clients had purchased themselves using a direct payment.

#### **5. Issues raised by the Select Committee**

5.1 The Select Committee thanked the large number of service users and carers who took part in the consultation event and noted the progress made towards outcome based commissioning and outcome based practice.

5.2 The Committee welcomed the potential for improving the experience of service users and better meeting their needs with an increased focus on personalisation and outcomes.

5.3 The Committee recognised the challenge commissioners face as this approach is rolled out, particularly in ensuring that all providers commissioned pay their staff the 'London Living Wage'.

## **6. Response to the Healthier Communities Select Committee**

- 6.1 The Select Committee's engagement with a wide range of service users and their carers, listening to their views and spending time to understand how they have experienced the services that they receive, is very much welcomed. Officers have also received very positive feedback from service users who welcomed the opportunity to meet with Members and reported that they thought that the afternoon was both helpful and enjoyable.
- 6.2 Progress on the development of outcomes based commissioning continues. A new in-house service to support people who choose to take a direct budget to manage their care will focus on supporting service users in developing outcome based support plans. It will also ensure they have access to a wide range of information and support to ensure that their needs are met.
- 6.3 The new integrated health and social care neighbourhood model will support people in accessing a wide range of service providers who will offer services designed to meet the service user's defined outcome.
- 6.4 Communities that Care Investment Fund monies are being used to support third sector organisations to develop a range of community based services which will offer service users much greater choice and control and reduce the reliance on more traditional services.
- 6.5 In addition to regular contract monitoring, officers have met with domiciliary care providers and reviewed business models and employment practices to ensure that providers are paying staff the London Living Wage. Although officers have identified that a number of different business models are in place, it was confirmed that all providers were paying the London Living Wage. Recommissioning of the Domiciliary Care Framework in 2014 will seek to ensure that provider business models show transparent pricing which will make monitoring of payment of the London Living Wage easier. It is more challenging to ensure that direct payments users adhere to paying a London Living Wage but the Council will be able to point to good practice across all domiciliary care providers and most service users are likely to select their workers from an approved provider.

## **7. Financial implications**

- 7.1 There are no specific financial implications arising from this report.

## **8. Legal implications**

- 8.1 There are no specific legal implications arising from this response, save for noting that the Council's Constitution provides that the Executive may respond to reports and or recommendations by the Overview and Scrutiny Committee.

**9. Crime and Disorder Implications**

9.1 There are no specific crime and disorder implications arising from this report.

**9. Equalities Implications**

9.1 There are no specific equalities implications arising from this report. However, the implementation of outcome based commissioning supports the council's commitment to promote equality of opportunity, inclusion and well being for all its citizens.

**10. Environmental Implications**

10.1 There are no specific environmental implications arising from this report.

**Background Documents**

**None**

If there are any queries on this report please contact **Dee Carlin, Head Of Joint Commissioning, 0777 555 8271.**