

# Commissioning & Performance

Active Communities EAP  
2 February 2024



North  
Northamptonshire  
Council

# Commissioning and Performance

## Key Services

Quality Team

Personal Budget Support Service

Contracts and Commissioning

Client Funds

CQC Assurance

Financial Assessment

Brokerage

Personal Budget Support Service

Provider Payments

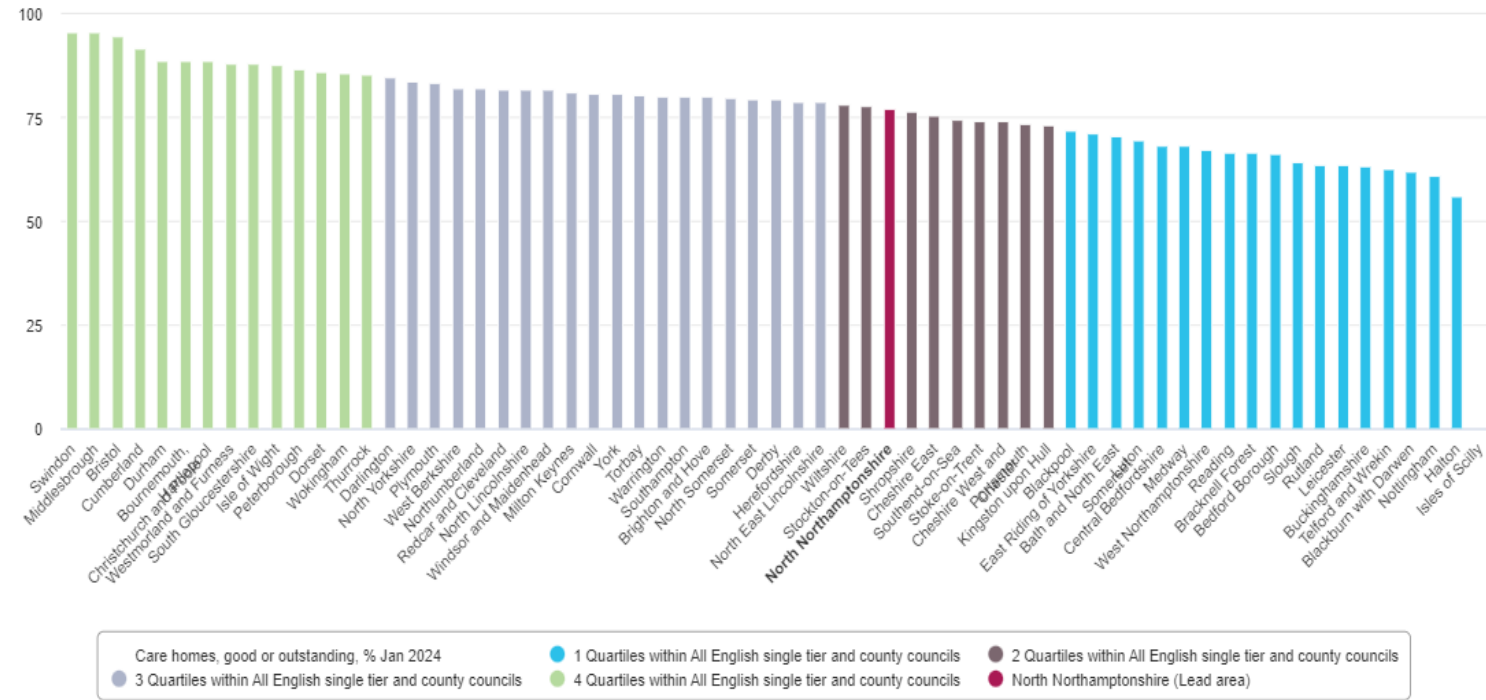
Direct Payments Team



# Achievements 2023

- Homecare procurement completed. DPS with 114 CQC registered providers.
- Reduction in spot placements of over 1200 hours of care per week (10% of overall homecare expenditure)
- Advocacy procurement completed. Contract awarded to Total Voice.
- Learning Disability Partnership Board feedback completed and shared <https://youtu.be/HpVRmrdLDXU>
- New approach to brokering care and support. Greater choice and control.
- Continued improvement in quality of external market.
- Market Position Statement Developed
- Co-production commenced for development of a Carers strategy
- Genie Connect pilot commenced

Percentage of care homes rated overall as good or outstanding (Jan 2024) for All English unitary authorities (Quantiles of All English single tier and county councils)



# Adult Social Care Reform

- The Health and Care Act 2022 received Royal Assent in April 2022 and heralds a series of significant reforms to the delivery of health and ASC services in England.
- These reforms represent the most significant changes to ASC to be undertaken in more than a generation with significant implications for North Northamptonshire.
  - Integrated Care Systems placed on a statutory footing.
  - New duties for the Care Quality Commission to assure local authorities ASC functions and Integrated Care Systems.
  - **Introduction of a care cap.**
  - **Activating section 18(3) of the Care Act requiring Local Authorities to commission self funders social care support with a move towards paying a 'Fair Cost of Care'.**



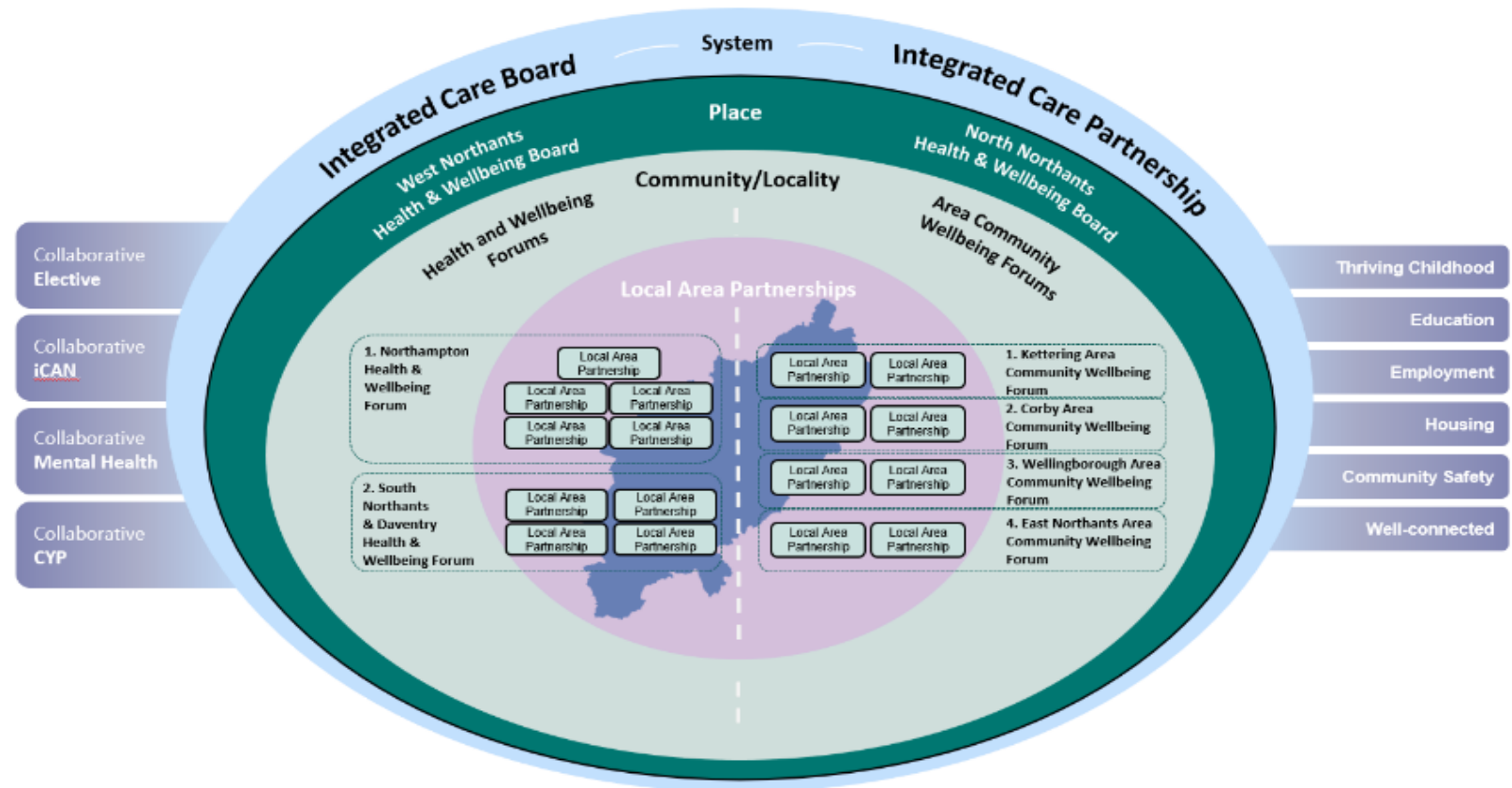
# Integrated Care Systems (ICS)

Health and Care Act 2022 formalised integrated care systems (ICSs) so that the providers and commissioners of health and care services work together in meeting the needs of the populations.

Integrated care partnerships (ICPs) bring together the NHS, local authorities and other key partners in addressing the broader health, public health and adult social care needs of the local population

Integrated care boards (ICBs) are tasked with the commissioning and oversight and account to NHS England

Northamptonshire ICB formed formally on 1 July 2022.



# Fair Cost of Care, Care Market Sustainability and Care Cap **Delayed**

From October 2023 self funders will have the right to access the same rates that local authorities pay to care provider- (18(3) Care Act).

Fair Cost of Care aims to reduce the cross subsidisation of care fee's by self funders of local authority directly commissioned care. Local Authorities must develop a draft market sustainability plan to submit to DHSC by 14 October 2022 to show how it will move towards paying a fair cost of care.

From October 2023 No one will have to pay more than £86k in care costs over their lifetime for their eligible care needs – i.e., personal care needs - and excludes “hotel costs” (which the government has set at a level of £200 per week at 21/22 prices).

The cap will not apply retrospectively. Any money paid by a local authority towards meeting a person's eligible care needs will not count towards someone's care cap. Anyone with less than £20k assets will not have to pay anything towards their care from their assets. If someone has between £20-100K in assets, they are eligible for some means tested financial support from their council – This means **more people will be eligible for state funded care than currently.**



# **New duties awarded to the Care Quality Commission (CQC) in assuring councils' ASC functions and Integrated care Systems**

From April 2023, CQC will start to assure how Local Authorities are meeting Care Act 2014 duties and responsibilities and rate the accordingly.

CQC has confirmed that its focus of local authority assessments will be across four themes:

- Working with people, providing support, ensuring safety and leadership and workforce.

Equally in 2024, CQC will commence assurance of the 42 ICSs covering England and this overlaps with, and has additional significant implications for, councils. CQC's ICS assurance focus will be:

- Leadership, Integration, Quality and safety.

No baseline of evidence exists in assessing the quality of either a council's delivery of its adult social care functions nor the performance of an ICS. Consequently, CQC has confirmed that it will be seeking to establish this baseline during the first two years of its new duties commencing in 2024.

# Assurance of Local Authorities

Assurance centred around Local Authorities duties in relation to the Care Act 2014 part one.

- Promoting Individual Well-being
- Preventing needs for care and support
- Promoting integration of care and support with health services
- Providing information and advice
- Promoting diversity and quality in provision of services
- Co-operating generally
- Co-operating in specific cases

CQC have incorporated these areas in 4 key themes:

- **Working with people**
- **Providing support**
- **Ensuring safety within the system**
- **Leadership and workforce**

## 5 authorities assessed and indicative results

- Birmingham City Council – indicative rating of good
- Lincolnshire County Council – indicative rating of good
- North Lincolnshire Council – indicative rating of good
- Nottingham City Council – indicative rating of requires improvement.
- Suffolk County Council – indicative rating of good





# Single Assessment Framework

Our framework will assess providers, local authorities and integrated care systems with a consistent set of key themes, from registration through to ongoing assessment

Aligned with “I” statements, based on what people expect and need, to bring these questions to life and as a basis for gathering structured feedback

Expressed as “We” statements; the standards against which we hold providers, LAs and ICSs to account

People’s experience, feedback from staff and leaders, feedback from partners, observation, processes, outcomes

Data and information specific to the scope of assessment, delivery model or population group



CQC Assurance Themes	Annual DASS Conversation	ASC Strategy	Moving Forward with Place	Moving Forward with People
Working with People	Secure feedback about people's experiences of accessing and receiving care and support	Co-Production embedded in Adult Social Care		Co-Production working group, experts by experience recruited for panel
	Waiting well action plan	Reducing demand and enabling timely reviews	Focus on front door, locality team structures and reviews. Work with customer service centre to reduce demand	
	Opportunities for improved services for carers/better engagement	Carers, friends and families involved as much as they choose to be	Work with Support North Northamptonshire to reduce demand	Carers strategy engagement sessions held in October
	Further embed strengths-based practice in NNC	Strengths based three conversations embedded with entire ASC workforce	3 Conversation model. Supporting colleagues ability to focus on strengths based working	
		Single route of access into adult social care with the right allocation to community places/ hubs	Design phase of MFWP locality structures and models for community place based hubs	

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CQC Assurance Themes	Annual DASS Conversation	ASC Strategy	Moving Forward with Place	Moving Forward with People
Working with People		Information, advice and signposting embedded – conversation 1	Conversation 1 in community hubs. Improve VCSE relationships	
		Supporting colleagues to work at their best with clear career development opportunities available to all, a genuine focus on colleague wellbeing, recruitment and retention.	All training materials in central Teams area, skills audit completed, training plans to be developed, shadowing encouraged to improve understanding	A suite of co-production materials to be produced to enable teams to engage and co-produce with experts by experience
Providing Support	Quality of local care providers improved.	Provide quality social care services through contracting, clear accountability, regulatory compliance with value for money and continuous improvement embedded		



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CQC Assurance Themes	Annual DASS Conversation	ASC Strategy	Moving Forward with Place	Moving Forward with People
Providing Support	Direct payment systems and payments require review	Needs based population commissioning, contracting underpinned by integrated brokerage and commissioning based at Place	Support increased take up of DP's with additional information, advice and training for colleagues	
	Charging and means testing needs to be clearer, more accurate and timelier	Provide quality social care services through contracting, clear accountability, regulatory compliance with value for money and continuous improvement embedded	Updated the finance checklist to make it more person centred and strengths based	Experts by experience to check that the current information and guidance to users and carers to clear and accessible
		Needs based population commissioning, contracting underpinned by integrated brokerage and commissioning based at Place	Brokerage referral process to be the same for all teams. Ongoing piece of work	



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CQC Assurance Themes	Annual DASS Conversation	ASC Strategy	Moving Forward with Place	Moving Forward with People
Ensuring Safety	Undertake a review of safeguarding concerns that do not proceed to a safeguarding enquiry - to understand the issues and sources of these concerns and to examine what happens to the people	Safeguarding culture owned by all to provide a person-centred outcome based on making safeguarding personal	Safeguarding referral form placed below request for care and support link on the NNC website. Ongoing reviews of inappropriate referrals	
	Safe systems - demonstrate how it is supporting social work teams to have equitable and manageable workloads across and within different designations.	Supporting colleagues to work at their best with clear career development opportunities available to all, a genuine focus on colleague wellbeing, recruitment and retention.	Key skills identified - Training opportunities to be developed/delivered before changes are made. Reviewing CSW role, clarity and guidance. MFWP is designed to build resilience in teams and manage demand better	



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CQC Assurance Themes	Annual DASS Conversation	ASC Strategy	Moving Forward with Place	Moving Forward with People
Leadership	To maximise and retain its focus on Place, ASC and its health partners could work together to identify and develop its approach towards joint commissioning and common senior leadership	Needs based population commissioning, contracting underpinned by integrated brokerage and commissioning based at Place		
	ASC is currently developing its supported accommodation strategy – NNC has an opportunity to ensure its economic development and Local Plan priorities help drive the design and delivery of that strategy, involving key colleagues from those areas of the council’s work. Influence re extra care and other specialist housing developments	Appropriate and timely housing and accommodation offers	Develop closer place based relationships with housing teams and providers.	



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