

Commissioning and Procurement in Adult Social Care

**Protocol for involving the people we serve, carers,
partners and other stakeholders**

April 2011

Commissioning and Procurement Reference Group

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Background

- The Commissioning and Procurement Reference Group (Adult Social Care) identified a need for a clear and agreed protocol for how stakeholders, users, user led organisations, carers and partners will be involved in the commissioning process
- Surrey County Council has produced a 'Framework For Working With The Voluntary, Community And Faith Sector' which identified the overarching approach to involving the VCFS sector, along with users and carers
- It is intended that the approach adopted in Adult Social Care for specific commissioning activities can be replicated across Surrey CC to ensure a common approach to stakeholder involvement
- It is the shared aim that the commissioning and procurement process involves service users, carers, relevant partner organisations and the market in order to help shape, co-design and co-produce
- All involved recognise that by increasing the involvement of interested stakeholders, the opportunity to deliver an improved outcome can be maximised
- Where there are are restrictions around the potential to involve these should be discussed, agreed and communicated at the start of the process. It is likely that any restrictions around involvement will be due to commercial sensitivities around the 'do' and 'review' parts of commissioning and procurement cycle (specifically tender evaluation and contract monitoring)

Background (cont.)

In order to maximise the opportunity for stakeholder involvement, there are general principles which have been agreed:

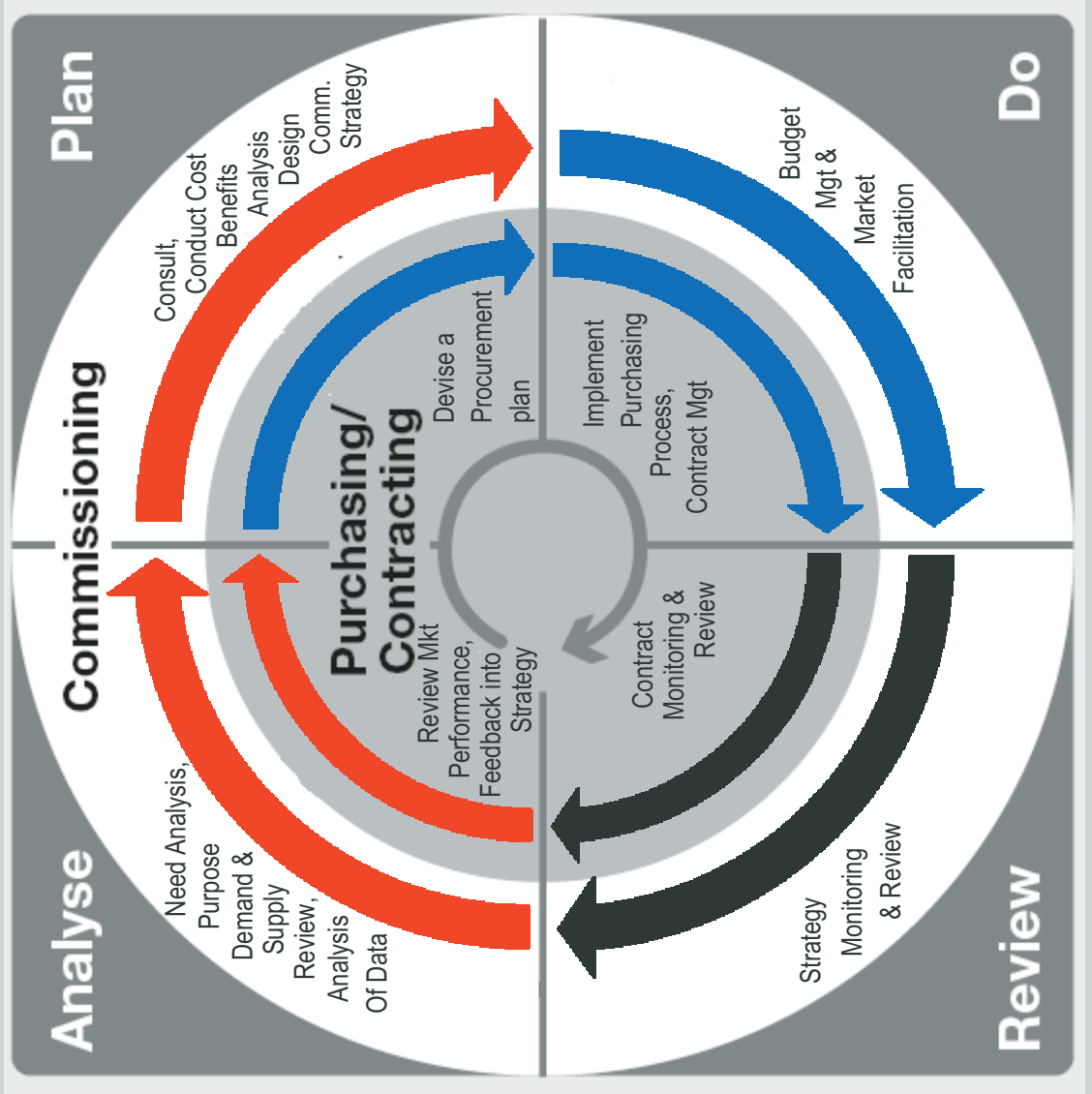
- **Service users and carers must:**
 - represent the service which is being commissioned
 - be able to demonstrate how they will ensure that their views represent those of a range of service users/carers
 - be willing to sign a legally binding non-disclosure agreement if required
 - be identified and appointed at the outset of the process
- **Partners and providers must:**
 - represent the service which is being commissioned and demonstrate how they represent their constituency
 - not be a potential provider if involved in the ‘do’ or ‘review’ stages
 - be willing to sign a legally binding non-disclosure agreement if required
 - be identified and appointed at the outset of the process
 - be able to demonstrate their added value in the process
- **The commissioning and procurement functions must:**
 - identify exactly what they require, including time commitments at the start of the process
 - be clear about roles and responsibilities, including decision making
 - ensure transparency, non-discrimination and openness throughout the process
 - Ensure that providers evidence use of qualitative reporting to shape services

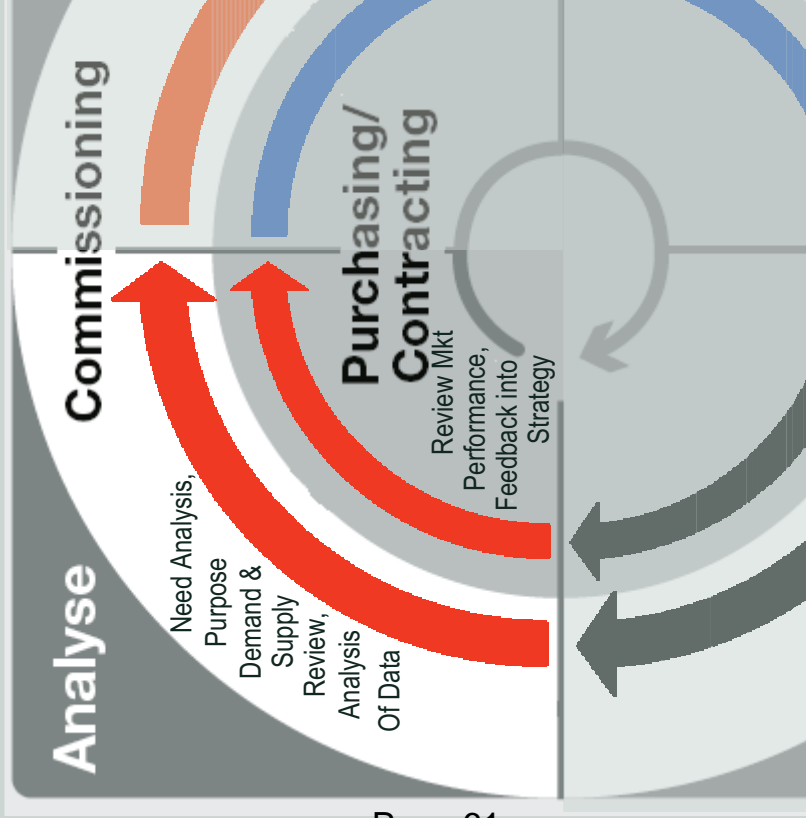
Commissioning Cycle at SCC

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Analyse

What this means:

• **Service users, carers & partners:**

- Open process – relevant ULO and other groups will be asked at an early stage to be involved
- Help to identify needs and reflect on current services
- Analyse gaps, successes and areas for improvement in existing or proposed provision, and begin to input into the shape of the future service and required outcomes
- Inform the decision on route to market

• **Market:**

- Open process – current and potential providers will be communicated with in order to raise awareness of upcoming commissioning activity
- Market will begin to develop new and innovative ideas and feed these into the process
- Current and potential providers will be asked to reflect on current services and areas of success and future opportunities, and;
- provide information on other potential delivery models
- inform the decision on route to market

Stakeholders role: Plan

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Plan

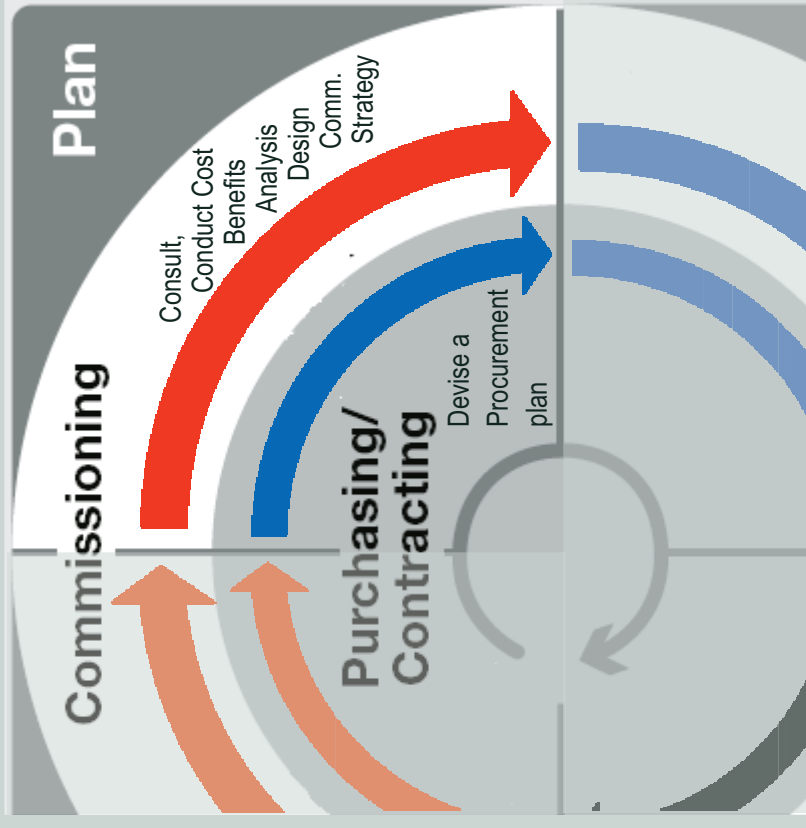
What this means:

Service users, carers & partners:

- roles will be defined and agreed, and;
- representatives will be identified
- ULO and other groups will help inform and deliver communication strategy
- Participate in focus groups to identify the priorities and goals of tender
- Support SCC Officers to define requirements by contributing to the specification documentation
- Propose aspects which may form part of the evaluation criteria
- Provide consultative support using their experience on qualitative matters
- Contribute to the design of qualitative reporting

• Market:

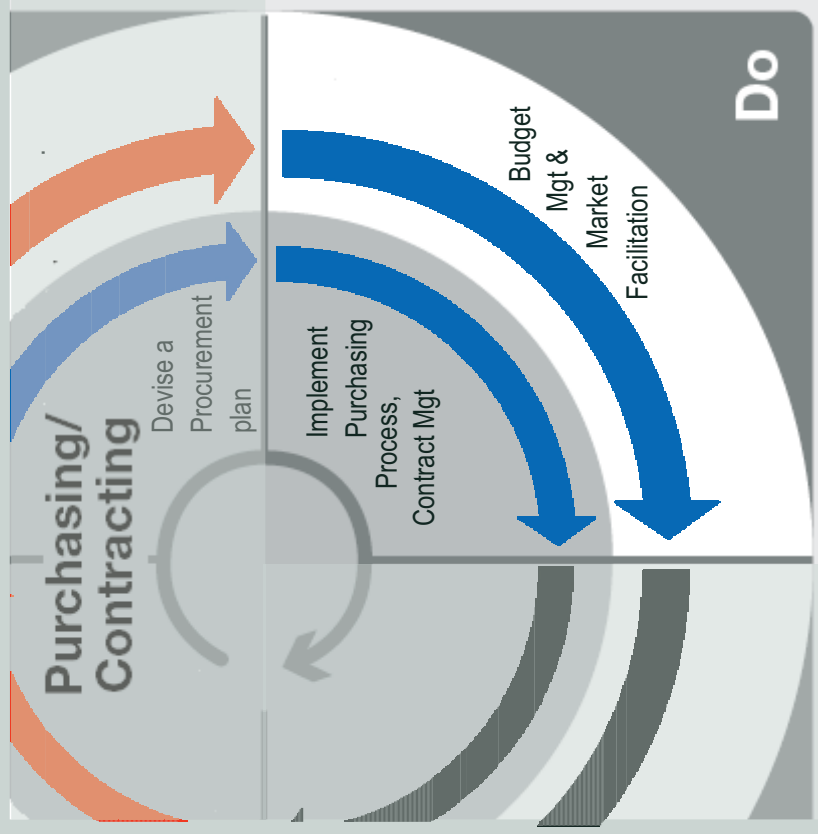
- Surrey CC will be open with the market about the proposed procurement process, and;
- information on planned approach and timescales will be shared and feedback sought and incorporated
- the Market, including VCFS providers, will help inform any training needs on proposed procurement route (e.g. e-procurement) and participate in training
- contribute to the design of qualitative reporting



Do

What this means:

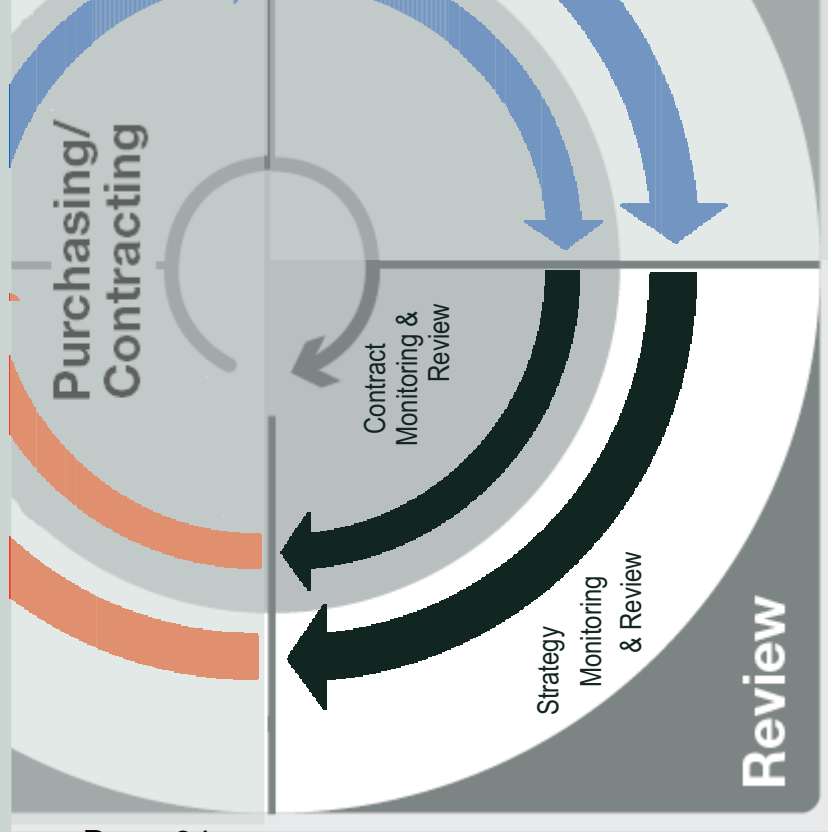
- **Service users, carers and partners:**
 - involved as agreed in planning stage and where non disclosure agreement signed.
 - **Market**
 - responding to invitation to tender documents.
- Any further involvement not applicable at this stage.*



Review

What this means:

- **Service users, carers & partners:**
 - Open process, full involvement
 - may include contract management and review meetings
 - existing groups may review overall strategy and check direction of travel.
 - Contribute to qualitative reporting
- **Market:**
 - Contract monitoring open to appointed provider(s) only, other review processes full involvement.
 - Facilitate qualitative reporting from Service Users and Carers



Achievements

- Protocol signed off by Commissioning and Procurement Reference Group
- Co-designed commissioning and procurement, receiving positive feedback from stakeholders e.g. sensory services, brokerage
- Commissioning and Procurement members of staff completed Compact training
- Supplier events well received

Next steps

- Working with the voluntary sector to discuss and debate procurement routes to market
- Continue to embed co-design in everything we do

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