



### North Wales Commissioning Hub

#### What are we?

North Wales Commissioning Hub (NWCH) was established in June 2012 as a partnership between the six local authorities in North Wales and Betsi Cadwaladr University Health Board. NWCH is responsible for commissioning (planning and purchasing) a specific range of complex social care, education and health services.

#### What is 'in scope' for NWCH?

The current scope of NWCH is care home / residential school placements for children/young people and care home services for adults with learning disability, physical impairment or mental health needs.

As opportunities arise we will explore value for money procurement in other services along with the commissioning of alternative service models

#### What are we doing?

- Developing a common approach to analysing local care and support needs and mapping service provision
- Developing regional/sub-regional commissioning plans in accordance with agreed priorities
- Developing procurement strategies to ensure services deliver value for money; including the development of preferred provider frameworks
- Negotiating with providers to achieve value for money
- Sourcing placements and services through provision of a regional brokerage service
- Commissioning / supporting local teams to commission new services in priority areas
- Developing and implementing a regional quality monitoring framework for in-scope services,
- Providing a single point of access for providers of in scope services
- Applying market intelligence to enable best use of local provision/capacity
- Monitoring trends in demand and market sustainability to anticipate future needs

- Networking with other regions in Wales to ensure that practice and initiatives are in line with best practice and well co-ordinated

### **Why are we doing it?**

NWCH is working with our partners to achieve the following outcomes:

- Better outcomes for people with complex health and social care needs
- Improved quality of service provision
- Improved value for money
- Improved market management
- Balanced relationship with service providers
- Better range of services which promote independence and inclusion to meet needs of people with complex health and social care needs

### **Who are we?**

NWCH team comprises:

- Vicky Poole, Manager
- John Williams, Commissioning and Procurement Officer
- Paul Jones, Quality Monitoring Officer
- Sara Griffiths, Data and Resource Officer

NWCH is hosted by Denbighshire County Council and the team are based at Ty Nant in Prestatyn. Paul and Sara are Welsh speakers.

NWCH is accountable to a Management Board comprising of representatives from the funding partners, chaired by Sally Ellis from Denbighshire Council. It is the Management Board who set the work priorities for the NWCH team.

### **Who are our stakeholders?**

- North Wales Councils: Anglesey, Gwynedd, Conwy, Denbighshire, Flintshire, Wrexham
- Betsi Cadwaladr University Health Board
- Service users and carers
- Service providers

### **Want to know more?**

You can contact us at [NWCH@denbighshire.gov.uk](mailto:NWCH@denbighshire.gov.uk) or by phone on 01824 706624

## Appendix 2

### NWCH Work Programme September 12 – April 13

<b>Work Priority</b>	<b>Actions</b>	<b>Who</b>	<b>Timescale</b>
Operationalise NWCH	Complete Recruitment	NWCH team	Oct-12
	Team induction / development	NWCH team	Oct-12
	Develop database of providers	NWCH team	Oct-12
	Development of ICT solution for data management	ICT project team	Dec-12
	Improve data security	NWCH team	Aug-12
	Develop clear processes and procedures for NWCH activities	NWCH team	Nov-12
Performance Management	Further development of Performance Management Framework	NWCH team	Nov-12
	Embed processes for reporting within ICT solution	ICT project team	Dec-12
	Produce regular Performance Management reports	NWCH team	Dec-12
	Develop mechanisms to track savings - cashable and cost avoidance	NWCH team	Sep-12
Commissioning	Development of service specifications for in scope services	Project teams - to be identified	Apr-13
	Take forward children's work stream	Children's project team	
	Scope demand for Challenging behaviour and respite services and develop service spec	Learning Disabilities project team	Dec-12
	Aggregate local information to inform development of commissioning strategies incl from users and carers		
	Develop commissioning strategies and market position statements for in scope services incl market mapping, demand and gap analysis	TBA	Apr-13

	Develop Approved Provider frameworks for in scope services	TBA	Apr-13
	Manage Approved Provider frameworks	NWCH team	Jan 13 ongoing
	Scope potential workload re high cost Dementia placements	NWCH team	Sep-12
	Support co-ordination of repatriation of people from high cost out of region placements	NWCH team / BCU	Nov-12
	Contribute to regional SSSFA commissioning work-stream	Commissioning Programme Board	ongoing
Quality Improvement	Develop regional Quality Monitoring framework	QA project team	Dec-12
	Agree schedule for direct monitoring by NWCH	NWCH team	Oct-12
	Develop systems to enable intelligence gathering		
	Analysis of data and intelligence to inform Quality Monitoring activity	NWCH team	Nov-12
	Consider use of peer review approaches		
Value for Money	Carry out Value For Money (VFM) benchmarking and fee negotiation reviews of MH placements	NWCH team	Dec-12
	Carry out VFM benchmarking and fee negotiation reviews of PSI placements	NWCH team	Dec-12
	Carry out VFM benchmarking and fee negotiation reviews of Children's placements	NWCH team	Dec-12
	Re-visit Learning Disability placements in relation to quality and size of package	NWCH team	Feb-13
	Review and roll out process for individual placement tendering across adult/children's services	NWCH team	Nov-12

	Contribute to regional care fees project (regional benchmark for indirect costs)	Care fees task group	Ongoing
Change Management	Develop and implement engagement strategy	Change management project team	
	* Staff		Nov-12
	* Providers		Nov-12
	* Service users		Jan-13
	Hold formal launch event for NWCH	NWCH Management Board	Dec-12
	Develop briefing materials	NWCH team	Oct-12
	Produce regular bulletin	NWCH team	Ongoing
Other	Develop close working links with other commissioning consortia and allied national work, learning from notable practice	NWCH team	Ongoing