

Welcome
to a
PRESENTATION ON
STREAMLINING COMMISSIONING
Jane Kitchen

COMMISSIONING PROCESSES

WHAT WE HAD

- Evolved rather than planned.
- Systems led.
- Local variations.
- Efficiency not seen as an issue.

WEB COMMISSIONING

Prior to September 2006 Care Organisers were managed by operational teams in various locations throughout the county

Various procedures were in place and inconsistency in the methods used to commission care

We needed to look at a consistent approach whilst introducing efficiency savings

A Quick fix was that all associated commissioning paperwork was securely emailed to providers rather than fax/post.

Providers preferred this method as many reported that paperwork was received in a more timely manner and there were obvious financial gains for all parties.

LCC savings were approx £20,000 per year

What Helped?

- **Robust internal database/ shared access to service user records**
- **Partnership working with providers, gaining support**
- **Open & honest communication**
- **Good relations between contracts, operational teams and finance.**

WEB COMMISSIONING

- **Give the message once**
- **Look at various offers from providers**
- **Clear working timescales**
- **Support further market development.**
- **Smooth sharing of essential documentation.**

WEB COMMISSIONING

- **Provider receives an email alert to log into secure web site**
- **Information shows details of care package and when response is required by**
- **Once either all providers have responded or the deadline time is reached, care organiser can choose the most appropriate provider from those available.**
- **The successful provider is then able to see all related documentation via the web site i.e. assessment, care plan and service agreement form.**

EFFICIENCIES

- **Providers receive associated paperwork in a more timely manner.**
- **Staffing efficiencies within LCC of 35%**
- **Has formed a foundation for further developments:-**
 - **amendments to services,**
 - **providers notifying the authority of changes to service via web portal**
 - **invoice reconciliation**

FUTURE DEVELOPMENTS

Use of System for Self Directed Support, opportunity to allow service users direct access to commission services for themselves

Provide support to more service areas including commissioning of transport and telecare (assistive technology).

Review of Care Organiser Role.

WEB COMMISSIONING

THANK YOU

Any Questions?