

# Update on review of community health and social care services

Health & Wellbeing Board

Date: 21 October 2015

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Author: Head of Commissioning Children & Adults  
Accountable Officer, CCG

Wards: All

Locality Affected: All

Parishes Affected: All

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## 1. Purpose and Reasons

- 1.1 The contract with SEQOL for community health and social care services comes to an end in March 2016. It is already on a 12 month rolling notice period. In order to consider future options, Swindon Borough Council and Swindon CCG have undertaken a range of consultation and soft market testing events.
- 1.2 This report is an update on the activities undertaken as part of the soft market testing over the past four months. This was highlighted in the Cabinet report dated 12 June 2015.
- 1.3 The report links to One Swindon Outcomes 12, 13, 14 and 15 and the Health and Wellbeing Strategy outcome (2) "Adults and Older People in Swindon are living healthier and more independent lives". The policies will support the objectives of the Corporate Strategy – "Find new ways to reduce vulnerability and improve health for all".

## 2. Recommendations

The Board is recommended to:

- 2.1 Note the report and that a further update will be provided to a future meeting once the information from the soft market testing has been analysed.

## 3. Detail

- 3.1 Swindon Clinical Commissioning Group (CCG) and Swindon Borough Council (SBC) are responsible for commissioning adult community services and adult social care. A contract for this was awarded to SEQOL in 2010 as part of the splitting responsibility for provision and commissioning within the previous Swindon Primary Care Trust.
- 3.2 There is now a need for the CCG and SBC to consider the future of the provision of health and social care services in the light of a number of changes over recent years, both nationally, and locally, these include:

# Update on review of community health and social care services

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- 
- 3.2.1 Swindon population developments – the population is growing at the third fastest rate across any area within England, and therefore we are experience large-scale population change.
- 3.2.2 National policy developments – the two organisations now have a statutory responsibility to work more closely together, actively promoting integration between health and social care.
- 3.2.3 Helping to achieve Swindon’s joint vision for Health and Social Care as outlined in the Health & Wellbeing Strategy: **To ensure that everyone lives a healthy, safe, fulfilling and independent life and is supported by thriving and connected communities.**
- 3.3 Through the integrated health and social care contract, a number of benefits have been achieved, and it is on these that this process seeks to capture, understand, and ultimately learn from these achievements to inform the next steps for the two organisations.
- 3.4 In order to consider our options, Swindon Borough Council and Swindon CCG embarked on a programme of consultation, review and soft market testing.
- 3.5 A Prior Procurement Information Notice was published in June 2015 inviting interested stakeholders and providers to a launch event which took place on 30 July 2015, the presentation for which is attached at Appendix 1. The event was attended by 40 providers. The presentation focused on:
- Our vision and ambition for community health and social care services
  - The outcomes we want to achieve for our population
  - The questions we have of providers
  - Engaging providers and stakeholders in discussion on a future model of service delivery based on:
    - Prevention
    - Self-management
    - Urgent care
    - Discharge
- 3.6 Following the presentation, providers were encouraged to discuss with each other how they could work in partnership to deliver a new service model for Swindon. All providers were invited to have one to one discussions with commissioners following the event.
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- 3.7 A total of nine one to one sessions were held in August, September and October with a total of 13 providers, some of whom attended as a potential alliance or partnership.
- 3.8 In addition to meetings with providers, a range of stakeholder and engagement events have been organised during October and early November.
- 3.9 The following messages form the basis for communications and engagement with stakeholders, members of the public, GP's third sector organisations and members of staff of SEQOL:
1. The CCG and SBC believe you can make a difference to the way in which our health and social care services are delivered.
  2. The aim of this process is to listen to all stakeholders on their views on previous, current and future community services.
  3. The views of individual and collective stakeholders can make a difference to the way community services within Swindon operate.
  4. Every voice is important in this listening exercise, and no point of view or opinion will be excluded, and all will be actively sought.
  5. Both good and bad experiences of existing services are equally important to build a picture of what the best possible service could look like.
  6. Any information collected will be used to inform the next steps, as well as any future steps once an initial decision has been made, so as not to lose any of the important contributions that we collect. This may include informing future service design and development to ensure the future service meets the needs of patients.
  7. There are no pre-conceived plans and any future decision will be made by fairly evaluating all information received throughout this engagement process and other means.
- 3.10 This process of engagement will achieve the following objectives:
- 3.10.1 To allow all members of each stakeholder group to take part in the engagement process and contribute their views.
  - 3.10.2 Focus groups to test principles and outcomes as well as service models with the stakeholders, patients, service users and staff.
- 3.11 As part of a careful and methodical programme of engagement, the consultation has been organised into out two phases:
- 3.11.1 Listening, and understanding – we will ask a range of open questions aimed to encourage individuals to feedback on their direct and indirect experiences of community services for Swindon residents.
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Further information on the subject of this report can be obtained from Jackie Walker, 07760164653, [jwalker2@swindon.gov.uk](mailto:jwalker2@swindon.gov.uk).

# Update on review of community health and social care services

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3.11.2 Categorising and prioritising – following an initial stocktake of what we have heard, we will begin to compile and categorise the feedback received. This will allow us to begin to ask more focused questions to understand what the priorities are for community and care in Swindon and test any early concepts with stakeholders.

- 3.12 A calendar of events has been published and following completion a comprehensive engagement report will be produced for submission to the November CCG Governing Body and a future SBC Cabinet meeting.

## 4. Alternative Options

- 4.1 Alternative options would be to extend the SEQOL contract with no consultation and review. This is not recommended as it would not ensure an improved service model for Swindon.

## 5. Implications, Diversity Impact Assessment and Risk Management

### Financial and Procurement Implications

- 5.1 The cost of holding engagement events has been funded from existing resources.

### Legal and Human Rights Implications

- 5.2 Legal and Human Rights implications were taken into account in the preparation of this report.

### All Other Implications (including Staff, Sustainability, Health, Rural, Crime and Disorder)

- 5.3 There are no direct implications from this report.

### Diversity Impact Assessment (DIA)

- 5.4 It is important that as part of our engagement exercise we actively consider and target anybody who may experience a barrier to participating, these could include:

5.4.1 people with mental health conditions

5.4.2 people with learning difficulties and disabilities

5.4.3 Gypsies and Travellers

5.4.4 People undergoing, considering or who have undergone gender reassignment

# Update on review of community health and social care services

Health & Wellbeing Board

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5.4.5 older and young people

5.4.6 pregnant and breastfeeding women

5.4.7 asylum seekers

5.4.8 refugees

5.4.9 people with caring responsibilities

5.4.10 people on low incomes or benefits.

## Risk Management

- 5.5 There is a risk that consultation will not reach all stakeholders. In mitigation engagement events have been targeted at a range of audiences, in a range of venues and at different times.

## **6 Consultees**

- 6.1 The Board Director, Resources (Section 151 Officer) and Director of Law and Democratic Services (Monitoring Officer) are consulted in respect of all reports.

## **7 Background Papers**

- 7.1 None.

## **8 Appendices**

- 8.1 Appendix 1 – Joint Corporate Board / CCG Session presentation.