

# Scrutiny & Overview Committee Commissioning & Contract Management

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*27<sup>th</sup> June 2017*

# Purpose & Agenda

**Purpose-** to explore how Scrutiny & Overview Committee can be more involved in shaping the commissioning process particularly in relation to contract management

## Agenda

- ✓ Context- Commissioning principles & objectives
- ✓ Overall commissioning cycle- gateway
- ✓ Make & buy
- ✓ How we buy
- ✓ Contract award
- ✓ Making it happen
- ✓ Deliver, perform & review

# Commissioning framework principles

Our commissioning commitment:

*“When we commission services we will ensure we are ambitious for our citizens, enabling individuals and communities to take a leading role in developing and delivering their own services. We will develop a diverse economy of services providers that are focussed on investing in and developing local communities”*

Focus on outcome

Asset based

Co-operative

Equalities and fairness

Social value

Diverse economy of providers

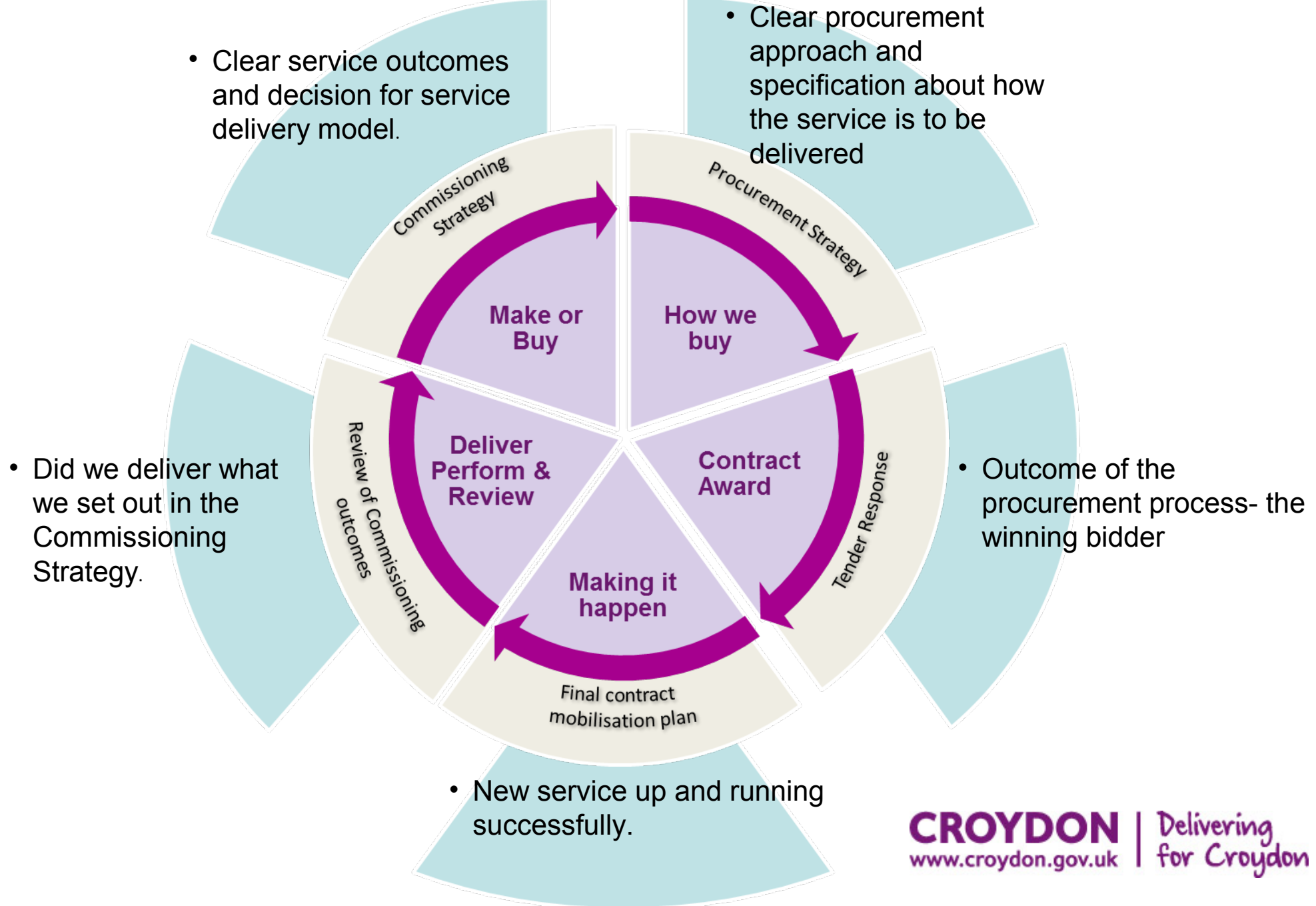
Alternative service delivery models

Integration and partnerships

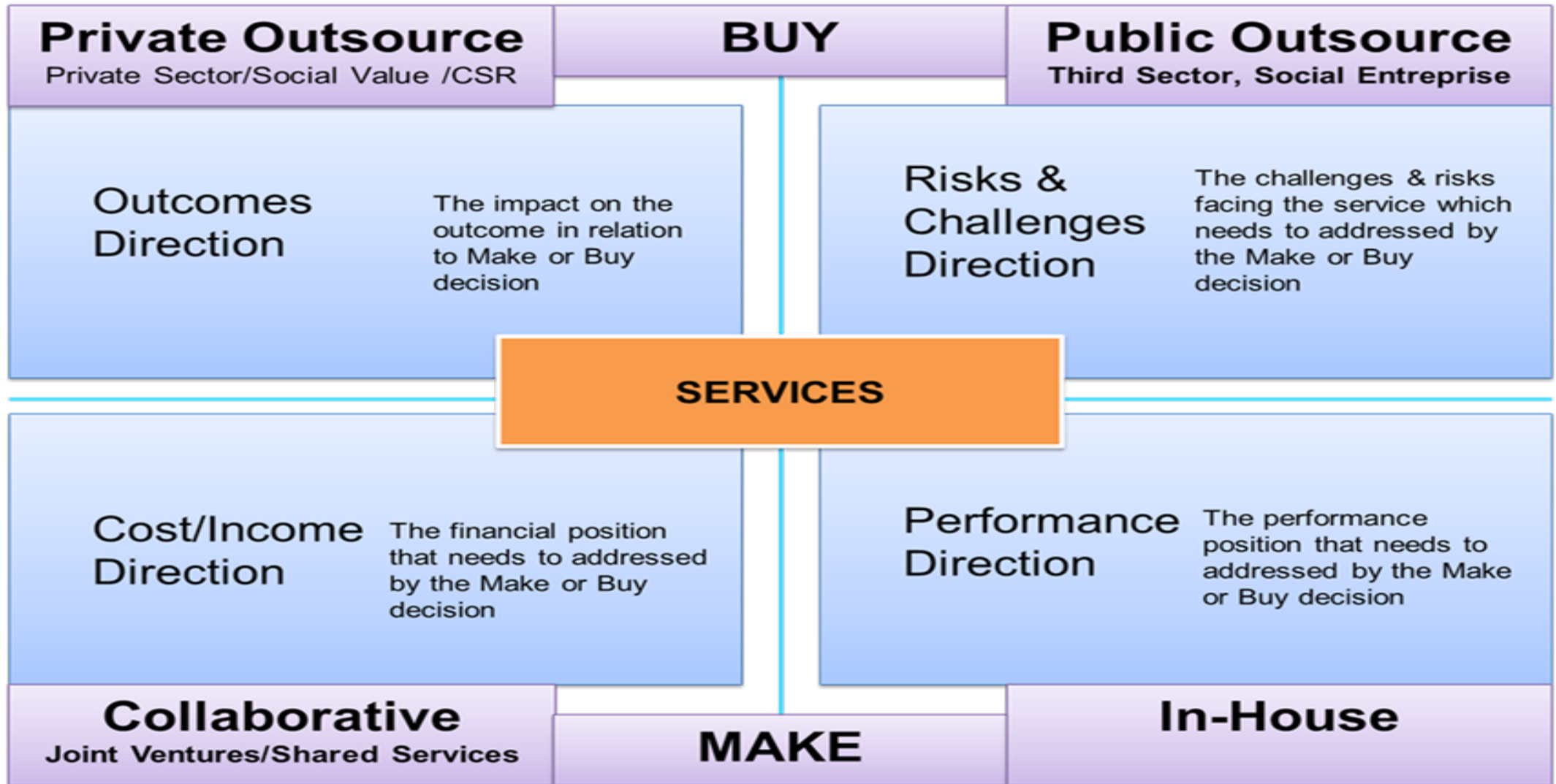
Risk aware

# How we buy services

Outcomes
Outputs
Gateways



# Make or Buy



# Make or buy- pre-decision

Greatest Impact of pre-decision scrutiny

## Activities

- Define what we want to achieve and why- outcomes
- Looking at what other do -innovation
- Gather insight and intelligence
- Review of current service performance & outcomes
- Listen to what do people who use the service need – co-design
- What can the market tell us
- Apply the commissioning principles

## Scrutiny Areas of focus

- Review Make and Buy decision and challenge assumptions
- Look at how the services have been co-designed
- Ensure the right level of market engagement
- Review how service operates now and what changes can be made to improve the outcomes
- Does it adhere to the Commissioning Commitment & principles

Decisions- What outcomes we want from the service and the best delivery model to achieve what we want

# How do we buy- pre-decision

## Activities

- Procurement approach the best route to market to achieve our outcomes and model
- Defined requirements
- Evaluation criteria
- Contract terms and conditions
- Proposed contract management arrangement

## Scrutiny Areas of focus

- This part of the process involves the officer expertise in ensuring the commissioning strategy agreed by members is put into action therefore the best approach to shaping the commissioning outcome will be at the Make or Buy gateway

Decisions- How we going to buy the service and what detail

# Contract Award- key decision

## **Activities** (depends on route to market)

- Who have been chosen to deliver the service
- Outcome of the evaluation process
- KPIs
- Contract mobilisation
- Financials
- If any changes to procurement strategy

## **Scrutiny Areas of focus**

- Key contracts would be key decisions and subject to scrutiny call in
- At such call-in there may well be commercially sensitive issues that would require discussion in Part B

Decisions- Who is going to deliver the service



# Making it happen

## Activities

- Mobilisation of the new contract and service
- Transitioning existing services
- Embedding contract management regime including KPIs
- Ensuring there is adequate risk management contract planning

## Scrutiny Areas of focus

- This is officer led and is about the delivery of operational services
- Members and scrutiny would have a watching brief as any issues that impact communities would be evident through their community and ward leadership

Decisions-this is an operational phase that ensure the contract becomes reality

# Deliver, Perform & review

Greatest Impact for scrutiny

## Activities

- Review service performance and outcomes
- Check what should have been delivered has been
- Be clear if original assumptions did not hold true and why
- Identify lesson learnt and how to improve next time
- Review contract management regime
- Ensure there is a clear improvement plan if required

Decisions- Agree improvement plan and next steps

## Scrutiny Areas of focus

- Where appropriate Scrutiny could review the outcome of the Commissioning programme and lessons learnt
- Ensure contracts are delivering as required