

# Community benefits from health and social care commissioning

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# Commissioning for social value

- CCG is developing its approach to implementing the Public Service (Social Value) Act 2012 as part of its ***Developing our Commissioning Strategic Priorities*** (DSCP) programme.
- The CCG recognises the potential of the Act to support the achievement of the CCG strategic objectives and the legislative and ethical imperatives to address social value.
- We understand the Act to be about considering how the services we commission and procure can improve the economic, social and environmental wellbeing of Tower Hamlets and the broader benefits to the community from a commissioning process over and above the direct purchasing of goods, services and outcomes.
- We are currently an active member of the Joint Strategic Needs Assessment reference group, a sub-group of the Health and Wellbeing Board led by the London Borough of Tower Hamlets and actively contribute to the Joint Strategic Needs Assessment process by embedding the principle of needs assessment in our commissioning and procurement cycle.
- The CCG is committed to acting on the recommendations of the Joint Strategic Needs Assessment factsheets, where practical and appropriate, and ensures reporting on these findings and their implementation through its governance structure.

# Social value in procurement

- This Act requires commissioners at the pre-procurement stage, to consider how what is to be procured may improve social, environmental and economic well-being of the area. As a CCG we are committed to looking beyond the price of each individual contract and looking at what the collective benefit to a community is when we chooses to award a contract.
- Although the Act only applies to certain public services, contracts and framework agreements to which the EU Regulations apply, the CCG intends, as a matter of good practice, to demonstrate how what is proposed to be procured might improve economic, social and environmental well-being, in order to maximise value for money.
- Delivery of local services are an input into community social values and will be explored further with prospective providers as part of an invitation to tender.
- The considered application of the provisions of this Act provides the CCG with the means to broaden evaluation criteria to include impact on the local economy. The CCG will consider ensuring that any social, economic or environmental requirements are mentioned in the advertisement for any competitive procurement to encourage innovative proposals for services being procured.
- Wherever it is possible and does not contradict or contravene the CCG's procurement principles, or the provisions allowable under the Public Service (Social Value Act 2012), the CCG will work to develop and support a sustainable local health economy.

# Investment to support broader benefits

## **Social prescribing**

Social prescribing is a means of enabling primary care services to refer patients with **social**, emotional, or practical needs to a range of local, non-clinical services, often provided by the voluntary and community sector.

## **Advocacy**

We commission a number of advocacy services support and enable people to express their views and concerns, access information and services and defend and promote their rights and responsibilities in the borough.

## **Welfare advice services**

Trained advisors provide advice a wide range of issues ranging from welfare benefits, housing and debt. The advisors also actively refer patients onto self management of chronic condition courses, employment and training courses, ESOL and volunteering opportunities.

## **Investment in the development of the voluntary sector**

We are committed to working closely with and support the voluntary sector and have established a bursary funding programme for local community and voluntary sector organisations to develop innovative projects to improve services and find new ways to involve patients and the public in improving health, and address health inequalities across the borough. Since the awards started in 2012 these projects have supported our commissioning plans, promoted innovation, improved outcomes for patients and the public and the community more broadly.

# Examples

## Homeless health

The Pathway Homeless team at Royal London Hospital in collaboration with Health E1-Homeless Medical Centre (specialist homeless primary care service) is in many ways the model and exemplar on which other pathway teams around the country are based.

The team provides proactive integration through a GP who specialises in issues that affect people that are homeless. The service includes integration with hospital and community mental health, drug and alcohol and social services, community nursing, street outreach, hostel providers, drop in centres and Tower Hamlets housing department through the weekly multi-agency care coordination meetings.

The team is particularly well integrated with the Tower Hamlets housing department. A housing representative attends the weekly care coordination meetings and the team works closely with the local authority funded street outreach teams to help with placement of Tower Hamlets rough sleepers and with the Dellow Centre 'Route to Roots' team (also Tower Hamlets Local Authority funded) to help rough sleepers who don't have a community connection.

In this way the team maximises the benefit of hospital admission by seizing the opportunity to work with the patient and all the partner agencies to develop and implement an effective care plan. This increases the value of the unplanned admission by enhancing quality of care for the patient.

This is demonstrated by improved quality of life, reducing rough sleeping and inappropriate presentations to Tower Hamlets housing department, and by enhancing consistency and continuity of care by continued involvement of the Health E1 team during admission and after discharge.

## Welfare advice service

NHS Tower Hamlets CCG is seeking to commission a locally experienced advice provider who will provide sessions in the primary care settings across the borough.

The aim is to positively impact on the social determinants of health by providing access to a range of social welfare advice services which meet the needs of patients and improving health and wellbeing. The provider will be responsible for overall management and operational responsibility for the provision of this service.

The service will be delivered in specific host practices within Tower Hamlets identified as having patients with the highest needs. This service will be accessible to non-English and English speaking patients, unemployed, older people, young parents and people with long-term health conditions (including mental health) who are on the GP held disease registers.

## Migrant Health

The new Residents and Refugee Forum are working with NHS Tower Hamlets CCG and Public Health to develop a local communications action plan to promote access to primary healthcare services to migrants and ensure local primary care staff are aware of the changes being implemented through local message which complement the national approach. The aims of this include:

1. Ensuring that new communities are aware of their rights and are not deterred from accessing healthcare.
2. Ensuring healthcare services are accessed appropriately and at an early stage to reduce the need for referral to secondary (and chargeable) services.

This work was undertaken in September 2014 to encourage migrants to register with appropriate GP services prior to charges being introduced for of Accident and Emergency services and pre-registration enrolment.



# Thank you