

1. Launch a refreshed care homes contract for older people and specialist services including dementia, learning disability and mental health

Term: Short
 Area: Care Homes/Learning Disability/Mental Health
 Theme: Care Homes
 Outcome: Consistency across NS in relation to fees and service delivery
 Lead Officer(s): Contracts and Commissioning Team Manager
 Date: April 2024

2. Develop and maintain our market position statement (MPS) for adult social care and support services

Term: Short
 Area: All
 Theme: Market Position Statement/Quality Assurance
 Outcome: A published MPS
 Lead Officer(s): Strategy and Policy Development Officer
 Date: June 2024

3. Develop and implement a regional and local approach to market sustainability, market failure, and ongoing improvement (includes fair fees/rates)

Annual fee review to be completed
 Review of 'who buys care homes' in NS
 Term: Short
 Area: All
 Theme: Market Position Statement/Quality Assurance
 Outcome: A thriving and sustainable market; positive relationships; adherence to our Care Act 2014 duties
 Lead Officer(s): Assistant Director, Commissioning, Partnerships and Housing Solutions
 Head of Strategy and Commissioning
 Head of Early Intervention and Prevention
 Date: July 2024

4. Implement Quality Assurance Framework by April 2024

To quality monitor all North Somerset based care homes and community care providers annually.
 Set action plans where necessary and ensure effective monitoring for action completion.
 Term: Short
 Area: All

Theme: Market Position Statement/Quality Assurance

Outcome: Services are quality monitored and assured; we meet CQC 'good' standard for as many care homes and community care providers as possible whilst recognizing QA will not by itself drive up homes' standards to be 'good'

Lead Officer(s): Head of Early Intervention and Prevention
Quality Monitoring Manager

Date: April 2024

5. Ongoing support to providers around workforce development and recruitment. Local delivery plan to support ADASS international recruitment processes

- 🔗 Assist with Care Academy development, focus being on recruiting people
- 🔗 Develop and launch a health and social care ambassador scheme in partnership with ICB
- 🔗 Motivate staff to volunteer for the Health and Social Care Ambassador Programme
- 🔗 Take on 100 staff members offering 3 hours per month to the programme
- 🔗 Deliver over 200 schools engagement activities over 12 months (Oct 2023-2024)

In relation to social media:

🔗 20% increase to number of enquiries coming through the Proud to Care inbox

🔗 20% increase to number of people following Proud to Care social media pages

🔗 20% increase to people attending Proud to Care events due to our social media page

Term: Short

Area: All

Theme: Domiciliary Care/Care Homes/Learning Disability/Autism

Outcome: Improved recruitment and retention within support services

Lead Officer(s): Proud to Care Project Lead
Learning and Development Officer

Date: March 2025

6. Ongoing support to providers around workforce development and training to develop outcomes focused, strengths-based commissioning practices

🔗 Visit 2 services a week to assess need(s)

🔗 80% of providers to have been met to establish training needs and support providers appropriately

Term: Short

Area: All

Theme: Domiciliary Care/Care Homes/Learning Disability/Autism

Outcome: Our services have people’s wellbeing at their centre; CQC provider rating improvements whilst recognising that workforce development and training will not drive these up in isolation; Care Academy delivery

Lead Officer(s): Contracts and Commissioning Officer
Learning and Development Officer
Proud to Care Project Lead

Date: July 2024

7. Skills pipeline work with the Place directorate and Economy Team specifically around their work on supporting various groups of people into employment, with a focus on the social care workforce in North Somerset

🔗 Closer alignment of digital developments in social care with the growth of the wider digital economy.

Term: Short

Area: All

Theme: Domiciliary Care/Learning Disability/Autism

Outcome: Cross directorate working to ensure maximised opportunities for the future workforce within social care
Learning and Development Officer

Lead Officer(s): Proud to Care Lead
Head of Strategy and Commissioning
Head of Economy
Assistant Director, Commissioning Partnerships and Housing Solutions
Head of Service Development
Care Providers

Date: March 2025

8. Increase preventative services such as reablement, wellness, homecare, and TEC to keep people at home for longer in line with a Home First approach.

- 🔗 TEC Strategy to be written and rolled out
- 🔗 Commissioning of TEC projects/pilots in:
- 🔗 400 Acoustic monitoring units to 7 care homes
- 🔗 1000 Vayyar units to 500 residents
- 🔗 25 Technicare fit bits across BNSSG (including 18 to Healthy Lifestyles Team)
- 🔗 90 whzan digital-health units to be distributed across the BNSSG
- 🔗 40 Genie units to be rolled out across NS

Term: Short

Area: All

Theme: Early Intervention

Outcome: TEC is commissioned appropriately and confidently by social care workers to meet Care Act eligible needs; delay admission to hospital; decrease costs of care packages; increase carers' confidence in meeting the person they care for needs; More people to stay as independent as possible and stay home for longer

Lead Officer(s): Assistant Director, Commissioning, Partnerships and Housing Solutions; Head of Service Development
Head of Strategy and Commissioning

Date: March 2025

9. Develop and deliver projects to support people to live at home, in their communities, for people with unexpected behaviours

🔗 Commission a positive behavioural support programme in NS

Term: Short

Area: Learning Disability

Theme: Learning Disability/Autism)

Outcome: More people who can live at home with support if they wish

Lead Officer(s): Contracts and Commissioning Officer

Date: March 2025

10. Research Housing Bill changes to understand implications for us, people who use care and support services, and providers

Term: Short

Area: All

Theme: Housing with Support

Outcome: To maximise opportunities and ensure compliance with legislation

Lead Officer(s): Accommodation Change Manager
Accommodation Change Officer

Date: September 2024

11. Ensure NS Online Directory, NSOD (and its successor) and public website is up to date on NSC commissioned services

🔗 Refresh quarterly, or as needed if more frequently

Term: Short

Area: All

Theme: Early Intervention

Outcome: Increased awareness for people who may need support services

Lead Officer(s): Proud to Care Project Lead

Date: On-going

12. Ongoing communication with social work teams, providers, and the public, about up-to-date available commissioned care and support services

- 🔗 Increase attendance at Provider Forum – 2 providers per quarter
- 🔗 Attendance at Team Meetings – 1 per quarter
- 🔗 Distribution of a newsletter – 1 per quarter

Term:	Short
Area:	All
Theme:	Care Homes/System Wide
Outcome:	Increased awareness for signposting to support services; providers to work collaboratively with us
Lead Officer(s):	Contracts and Commissioning Team Manager
Date:	On-going

13. Strengthen climate emergency priorities within commissioning practices and promote preventative measures with providers

- 🔗 Climate will continue to be considered in all policy, procedure, specifications and tender documents

Term:	Short
Area:	All
Theme:	System Wide
Outcome:	To support the climate emergency response as an ongoing concern

Lead Officer(s):	Head of Strategy and Commissioning
Date:	On-going

14. Develop and improve data collection processes to support future needs projections and service planning and delivery

- 🔗 Commissioning performance data to be represented in a BI Dashboard
- 🔗 Commit to local and regional analysis which will identify our cost profile and target resources more efficiently

Term:	Short/Medium
Area:	All
Theme:	System Wide
Outcome:	Services are evidence based and meet NS residents' needs
Lead Officer(s):	Head of Strategy and Commissioning
Date:	March 2025

15. Review Commissioning Strategy action plan with people using services, parents, carers, and/or families. Link to Coproduction Policy in development

Term:	Short/Medium
Area:	All
Theme:	System Wide
Outcome:	Annual review to ensure our priorities are outcomes focussed

Lead Officer(s): Accommodation Officer
Participation and Engagement Officer

Date: On-going

16. Review how we support people into work who may have a disability

- 🔗 Joint working with the Economy Team around their work on supporting various groups of people into employment
- 🔗 Investigate how employment is discussed with people as part of support planning

Term: Short/Medium

Area: Physical Disability/Sensory Impairment/Learning Disability/Autism/Mental Health

Theme: Physical Disability/Sensory Impairment/Learning Disability/Autism/Mental Health

Outcome: Everyone is given a fair chance to find paid work in North Somerset
Learning and Development Officer

Lead Officer(s): Contracts and Commissioning Officer
Head of Locality Teams
Head of Mental Health & Learning Disability
Head of Economy

Date: On-going

17. To develop a complex care/specialist care framework to improve service provision specifically to meet the more complex and challenging needs of individuals

Term: Medium

Area: Learning Disability/Autism/Mental Health

Theme: Learning Disability/Autism/Mental Health

Outcome: Appropriate range of support options to be available for people

Lead Officer(s): Contracts and Commissioning Officer

Date: March 2025

18. Disaggregate the Transforming Care Section 256 funding envelope held by Bristol City, to support commissioning intentions in North Somerset for the specific cohort of clients and wider planning.

Term: Medium

Area: Learning Disability

Theme: System Wide

Outcome: Appropriate range of support options to be available for people

Lead Officer(s): Assistant Director, Commissioning, Partnerships and Housing Solutions

Date: January 2024

19. Identify, as part of the refreshed TEC strategy, the opportunity to target TEC interventions as part of the transition to adulthood

Term: Medium
 Area: Learning Disability
 Theme: Transitions
 Outcome: Appropriate range of support options to be available for people
 Lead Officer(s): Head of Service Development
 Date: March 2025

20. To review the process around accessible accommodation and undertake an audit of accessible accommodation available

Term: Medium
 Area: All
 Theme: Housing with Support
 Outcome: A range of suitable housing options will be available for people to choose what type of accommodation suits them
 Lead Officer(s): Accommodation Change Officer
 Accommodation Change Manager
 Assistant Director Placemaking and Growth
 Date: On-going

21. We will ensure that all specific grants and central government funding targeted at care providers are allocated in full

🔗 Maximise effectiveness of monies distributed and provider implementation
 Term: Medium
 Area: All
 Theme: System Wide
 Outcome: Grant money and funding is well spent and accounted for appropriately. Long term plan using earmarked govt funds to address issues identified from the Fair Cost of Care exercise
 Lead Officer(s): Assistant Director, Commissioning Partnerships and Housing Solutions
 Head of Strategy and Commissioning
 Date: On-going

22. Improve integrated systems and collaborative working within NSC, and across health and social care (BNSSG ICP) at a system and locality level

- 🔗 To represent commissioning within ASS&H at appropriate boards, panels, and groups
- 🔗 Commit to joint commissioning coterminous to locality partnership boundaries; to maximise our opportunities, including system priorities such as Home First and D2A

Term:	Medium
Area:	All
Theme:	System Wide
Outcome:	Less duplication of resources, improved experience(s) for people within health and social care
Lead Officer(s):	Assistant Director, Commissioning Partnerships and Housing Solutions
Date:	On-going

23. Contribute to multi-agency approaches to complex service delivery (such as safeguarding from a commissioning perspective)

Term:	Medium
Area:	Mental Health/Safeguarding
Theme:	System Wide
Outcome:	Appropriate range of support options to be available for people

Lead Officer(s):	Head of Mental Health and Learning Disabilities Safeguarding Adults Manager
Date:	On-going

24. Recommission Pathways to adulthood/respite service(s) for learning and physical disabilities

Term:	Medium
Area:	Learning Disability/Autism/Physical Disability
Theme:	Learning Disability/Autism
Outcome:	People can have a break when needed
Lead Officer(s):	Contracts and Commissioning Officer
Date:	March 2026

25. Work with Place to determine the appropriate model for bidding as Investment Partner for the Affordable Homes Programme, utilising strategic and operational housing needs to bid for bespoke specialist housing to meet vulnerable adults and complex homelessness needs

Term:	Long
Area:	All
Theme:	System Wide
Outcome:	A range of suitable housing options will be available for people to choose what type of accommodation suits them

Lead Officer(s): Assistant Director, Commissioning Partnerships and Housing Solutions
Assistant Director Placemaking and Growth

Date: March 2025

26. Increase and co-develop/commission more specialist services based on needs analysis and what people tell us they need

- 🔗 Use eConsult to gather local intelligence
- 🔗 Utilise Engagement Officer to engage people with lived experience and their families/carers for commissioning

Term: Long

Area: All

Theme: System Wide

Outcome: Support is available for people when they need it

Lead Officer(s): Accommodation Change Officer
Accommodation Change Manager
Contracts & Commissioning Officer(s)

Date: On-going

27. Continued work with providers to ensure unpaid carers have support to carry on in their caring roles.

- 🔗 Development and roll out of a Carers Strategy in NS (March 2024)

Term: Long

Area: All

Theme: Early Intervention

Outcome: Unpaid carers feel supported; there are fewer breakdowns of carer support

Lead Officer(s): Contracts & Commissioning Officer(s)
Accommodation Change Officer

Date: On-going

28. Grow the micro-provider and PA market

- 🔗 PA register to be promoted/managed by Connecting Lives Direct Payment Coordinator
- 🔗 CLDPC to match people with PA's using the register and specific recruitment
- 🔗 Training provided to social care staff and produce a good practice guide, enabling all practitioners to understand/give DP options
- 🔗 Recruitment and engagement will be prioritised where there is a lack of commissioned services
- 🔗 Check DCAW weekly for people who a DP may benefit and support to recruit a PA
- 🔗 CLDPC will engage with and create support networks for PA's

Term:	Long
Area:	Homecare
Theme:	Direct Payments/Personal Assistants
Outcome:	More choice and take up of direct payments; Increase no. of PA's
Lead Officer(s):	Direct Payments Development Officer Connecting Lives Direct Payment Coordinator Brokerage Manager – Direct Payments
Date:	On-going

29. Ensure Commissioning voice is influencing the determination of Joint Strategic Need Assessment, and future Health and Wellbeing Board Strategies which are used to shape and determine commissioning plans

Term:	Long
Area:	All
Theme:	System Wide
Outcome:	Fulfilment of commissioning cycle, engagement in corporate planning and needs assessments
Lead Officer(s):	Assistant Director, Commissioning Partnerships and Housing Solutions Head of Strategy and Commissioning
Date:	On-going

30. Implementation of the Better Care Plan performance and strategies, ensuring that commissioning arrangements support the delivery of the BCF and in particular the Hospital discharge and intermediate care plans

Term:	Long
Area:	All
Theme:	System Wide/ Better Care Fund Plan
Outcome:	Hospital Discharge Joint Commissioning and pooled budgets

Lead Officer(s): Assistant Director, Commissioning,
Partnerships and Housing Solutions
Contracts and Commissioning Officer

Date: On-going

31. Investigate Valuing People funds as an opportunity to improve commissioning capacity within LD to increase options for community and mental health support

Term: Long

Area: Learning Disability/Mental Health

Theme: System Wide/Learning
Disability/Autism/Mental Health

Outcome: More flexibility for people to get what support they need, when, they need it

Lead Officer(s): Head of Mental Health and Learning
Disabilities
Head of Strategy and Commissioning

Date: On-going

32. Supported accommodation partnership to be set up and work collaboratively across housing, Liberata and landlords

[🔗](#) Link to Housing Bill legislation changes (improving housing standards in supported living and ECH/housing with support)

Term: Long

Area: Learning Disability/Autism/Mental Health

Theme: Housing with Support

Outcome: Partnership agreements and monitoring will be improved

Lead Officer(s): Accommodation Change Manager
Accommodation Change Officer

Date: March 2025

33. Commission a report on strategic housing needs for people aged under 65 with specific reference to Learning Disability, Autism and Transforming Care cohort (this would complement the existing Older Persons Housing needs report completed in 2022-2035 by the Housing Lin, and the current report being undertaken for ECH)

Term: Long

Area: Mental Health/Physical Disability/Learning
Disability/Autism

Theme: System Wide
 Outcome: To inform future housing options and development
 Lead Officer(s): Assistant Director, Commissioning Partnerships and Housing Solutions
 Date: September 2024

34. Develop/commission appropriate models of accommodation including specialist housing and accessible accommodation: see Housing with Support Strategy

- 🔗 Encourage future planning decisions
- 🔗 Repurpose housing stock (care homes)
- 🔗 Link with Place Directorate and Housing

Term: Long
 Area: Learning Disability/Mental Health/Dementia
 Theme: Housing with Support
 Outcome: A range of suitable housing options will be available for people to choose what type of accommodation suits them
 Lead Officer(s): Assistant Director, Commissioning Partnerships and Housing Solutions
 Head of Housing Solutions
 Accommodation Change Manager
 Date: On-going

35. Work with Procurement to agree annual commissioning and procurement plans to ensure procurement processes are appropriate for social care and adopt opportunities to demonstrate co-production and local delivery models.

Term: Long
 Area: All
 Theme: System Wide
 Outcome: Annual Commissioning and procurement plans
 Lead Officer(s): Head of Strategy and Commissioning Procurement Manager
 Date: On-going

36. Develop more local and/or BNSSG wide – specialist services offering support to people with LD/MH/dementia

- 🔗 Increase dementia specific support sessions or other daycare in NS
- Term: Long
 Area: Learning Disability/Mental Health/Dementia
 Theme: Early Intervention
 Outcome: Support will be available for people when they need it, without having to travel too far to access

Lead Officer(s): Assistant Director, Commissioning Partnerships and Housing Solutions
 Head of Strategy and Commissioning
 Date: On-going

Theme: System Wide
 Outcome: Increased independence and wellbeing by people being able to access Library based services

Lead Officer(s): Assistant Director, Commissioning Partnerships and Housing Solutions
 Head of Service Development
 Head of Libraries and Community
 Date: March 2025

37. Engagement with NSC colleagues and wider partners across health and BNSSG to develop the voluntary sector strategy

Term: Long
 Area: Voluntary and community based
 Theme: Early Intervention
 Outcome: Value for Money, efficiency, and effectiveness; improved working practices to meet whole system priorities
 Lead Officer(s): Assistant Director, Commissioning Partnerships and Housing Solutions
 Head of Business Insight
 Policy and Partnerships
 Date: On-going

38. Work with the libraries service to ensure that via digital or other means recipients of care services can access these services to maximise independence and wellbeing

Term: Long
 Area: All