

**Essex County Council**  
**People and Families Overview and Scrutiny Committee**  
**4 September 2014**

*This form is a tool that should be compiled at the start of each inquiry to set out clearly the aims and objectives of the committee's involvement in a particular matter, and will be completed at the end of the inquiry to confirm what has been achieved. The form also provides an audit trail for a review.*

<b>Review Topic</b> (Name of review)	<b>COMMISSIONING SERVICES FOR VULNERABLE PEOPLE</b>
<b>Committee</b>	People & Families Scrutiny Committee
<b>Terms of Reference</b>	<ol style="list-style-type: none"> <li>1. Do we (ECC) know enough about the most vulnerable in the county?</li> <li>2. An understanding of the process of commissioning services for vulnerable people.</li> <li>3. The governance processes involved in commissioning of these services. How are decisions made?</li> <li>4. What does ECC do to engage service users, families and carers in the commissioning of services?</li> <li>5. Is the internal support and structures at ECC which underpin the commissioning of services appropriate-to-need?</li> <li>6. How are Personal Budgets utilised?</li> <li>7. How are/will commissioned services monitored and evaluated? How are service providers monitored to ensure the quality delivery of the commissioned service?</li> <li>8. Do the commissioning strategies of ECC clearly articulate ECC's expectations of service providers? Is there a clear demarcation where responsibility and accountability lie?</li> <li>9. To understand the implications of The Care Bill on the commissioning of services.</li> <li>10. What are the risks of commissioning services for vulnerable people?</li> <li>11. What are the implications for social care professionals of commissioned services?</li> <li>12. Are the IT systems in place at ECC appropriate-to-need for commissioned services?</li> <li>13. How is the transition between children's and adult services managed?</li> </ol>

<b>Lead Member, and membership of Task and Finish Group</b>	To be confirmed
<b>Key Officers / Departments</b>	Dave Hill, Executive Director for People Commissioning
<b>Lead Scrutiny Officer</b>	Robert Fox
<b>Relevant Portfolio Holder(s)</b>	<p>Cllr Anne Brown, Adults Social Care</p> <p>Cllr Dick Madden, Families and Children</p> <p>Cllr Ann Naylor, Public Health &amp; Wellbeing</p>
<b>Relevant Corporate Links</b>	To be discussed with key officers of the County Council.
<b>Type of Review</b>	In depth review
<b>Timescales</b>	An initial briefing to Members will be requested for May 2014 and this will be the precursor for the Committee to undertake an in-depth review of commissioning services for vulnerable people throughout the civic year 2014/15.
<b>Rationale for the Review</b>	<p>Priority 3 in the current ECC Corporate Plan is <i>Improving Public Health and Wellbeing</i> with Outcome 1 being <i>Helping Essex residents to live full and independent lives</i>.</p> <p>Priority 4 in the current ECC Corporate Plan is: <i>Protecting and Safeguarding Vulnerable People</i> with Outcome 1 being <i>Enabling vulnerable people to enjoy a better quality of life</i>; Outcome 2: <i>Protecting Essex residents from harm and injury</i>; and Outcome 3: <i>Creating an environment in which economic opportunity is made available to all</i>.</p>

<b>Scope of the Topic</b>	<p>Specify what is to be included/excluded from the review</p> <p><u>Include</u></p> <p>The following is included in the scope of the review:</p> <ul style="list-style-type: none"> <li>• All services commissioned for vulnerable people in the county</li> <li>• Governance processes and audit trails related to commissioned services for vulnerable people in the county</li> <li>• ECC internal structures supporting commissioned services</li> <li>• IT infrastructure supporting services for vulnerable people</li> <li>• Statutory services</li> </ul> <p><u>Excluded</u></p> <p>The following falls outside the scope of the review:</p> <ul style="list-style-type: none"> <li>• Commercially sensitive information</li> </ul>
<b>Key Lines of Enquiry</b>	<ul style="list-style-type: none"> <li>• Does commissioning provide value for money?</li> <li>• Are the needs of service-users central to decisions around commissioning? Are service-users consulted?</li> <li>• What are the strategic and operational risks associated with commissioning of services to vulnerable people?</li> <li>• Evidence of commissioned services that have worked well and others that haven't</li> <li>• Are governance processes robust and do they stand up to scrutiny?</li> <li>• Is the Voluntary and Community Sector under-utilised in terms of what it could deliver at a local level?</li> <li>• Are and how are service providers held to account?</li> <li>• Transition services</li> <li>• Future needs: how are these identified?</li> <li>• Identification of improvements</li> </ul>
<b>Other Work Being Undertaken</b>	

<b>What primary/new evidence is needed for the scrutiny?</b>	<ul style="list-style-type: none"> <li>• The Care Bill (when published)</li> <li>• Oral evidence from Cabinet Members and senior officers</li> <li>• Oral evidence from service providers/service users</li> </ul>
<b>What secondary/ existing information will be needed?</b>	<ul style="list-style-type: none"> <li>• Performance data related to the ECC Corporate Plan regarding the Priorities outlined above</li> <li>• Reports from service providers</li> <li>• Audit trails of the governance processes behind awarded contracts</li> <li>• Relevant Internal Audit Reports</li> <li>• Existing legislation and Government reports</li> <li>• Scrutiny reports from other local authorities</li> <li>• Care Quality Commission Reports</li> </ul>
<b>What briefings and site visits will be relevant to the review?</b>	<ul style="list-style-type: none"> <li>• Request specific briefings and reports from the Cabinet Member and senior officers of the County Council</li> <li>• Invite oral and written evidence from others identified in the section below</li> <li>• Commission specific research and consider the findings</li> <li>• Undertake site visits to relevant institutions</li> <li>• Committee meetings held in public session</li> </ul>
<b>Who are the witnesses who should be invited to provide evidence for the review?</b>	<ul style="list-style-type: none"> <li>• The Cabinet Members for Adults Social Care; Families and Children; and Public Health &amp; Wellbeing</li> <li>• Senior officers from Essex County Council</li> <li>• Service users, their families and carers</li> <li>• Youth Service</li> <li>• District/Borough/City Councils</li> <li>• Service providers (including): <ul style="list-style-type: none"> <li>○ <i>EssexCares</i></li> <li>○ Voluntary and Community Sector groups</li> <li>○ User Planning Groups</li> <li>○ Mental Health Partnerships</li> </ul> </li> </ul>

<b>Implications</b>	<p>In terms of topic, have the following matters been taken into consideration in the planning of this review:</p> <p>Legal implications ..... <b>Yes/ no</b></p> <p>Financial implications ..... <b>Yes/ no</b></p> <p>Equality and diversity issues..... <b>Yes/ no</b></p> <p>Other critical implications.....</p>
<b>What resources are required for this review?</b>	<p>In planning the review it is necessary to identify what resources are required to undertake the review, and any costs associated with the committee's activity. Given that the resource available is finite, it is necessary to consider carefully the timing of the review within the Committee's overall work programme.</p>
<b>Indicators of Success</b>	<p>The recommendation of service improvements to improve educational attainment in Essex to assist ECC in meeting Priority 3 and Priority 4 of the ECC Corporate Plan .</p> <p>An ongoing role for Members in monitoring and reviewing any recommendations.</p>
<b>Notes</b>	<p>None.</p>

<p><b>Provisional Timetable</b></p>	<p>The Committee will undertake the in-depth review throughout the civic year 2014/15 with an aim to publish a final report with recommendations to the Cabinet Member at the May 2015 Committee.</p> <p>The Committee will receive an initial briefing in May 2014 and establish the review shortly thereafter, following agreement of the scoping document.</p> <p>There will be six scheduled Committee meeting dates in 2014/15. There will also be other dates available for specific briefings, site visits or other activity.</p>
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### **Audit Trail**

<b>Date review formally proposed</b>	Thursday, 16 January 2014 (Minute no. 7; pages 5 and 6)
<b>Date of Committee's approval of original scoping document</b>	Identify minute number and date of meeting
<b>Date of Committee's approval of Scrutiny Report</b>	Identify minute number and date of meeting
<b>What was the outcome of the review?</b>	Summarise outcome of review and identify if any recommendations have been agreed.
<b>Date proposals arising from review are formally forwarded to the Executive</b>	
<b>How will the outcomes of the review be monitored?</b>	
<b>Date outcomes of review monitored formally by the Committee</b>	Identify minute number and date of meeting