

Integrated Community Support Commissioning

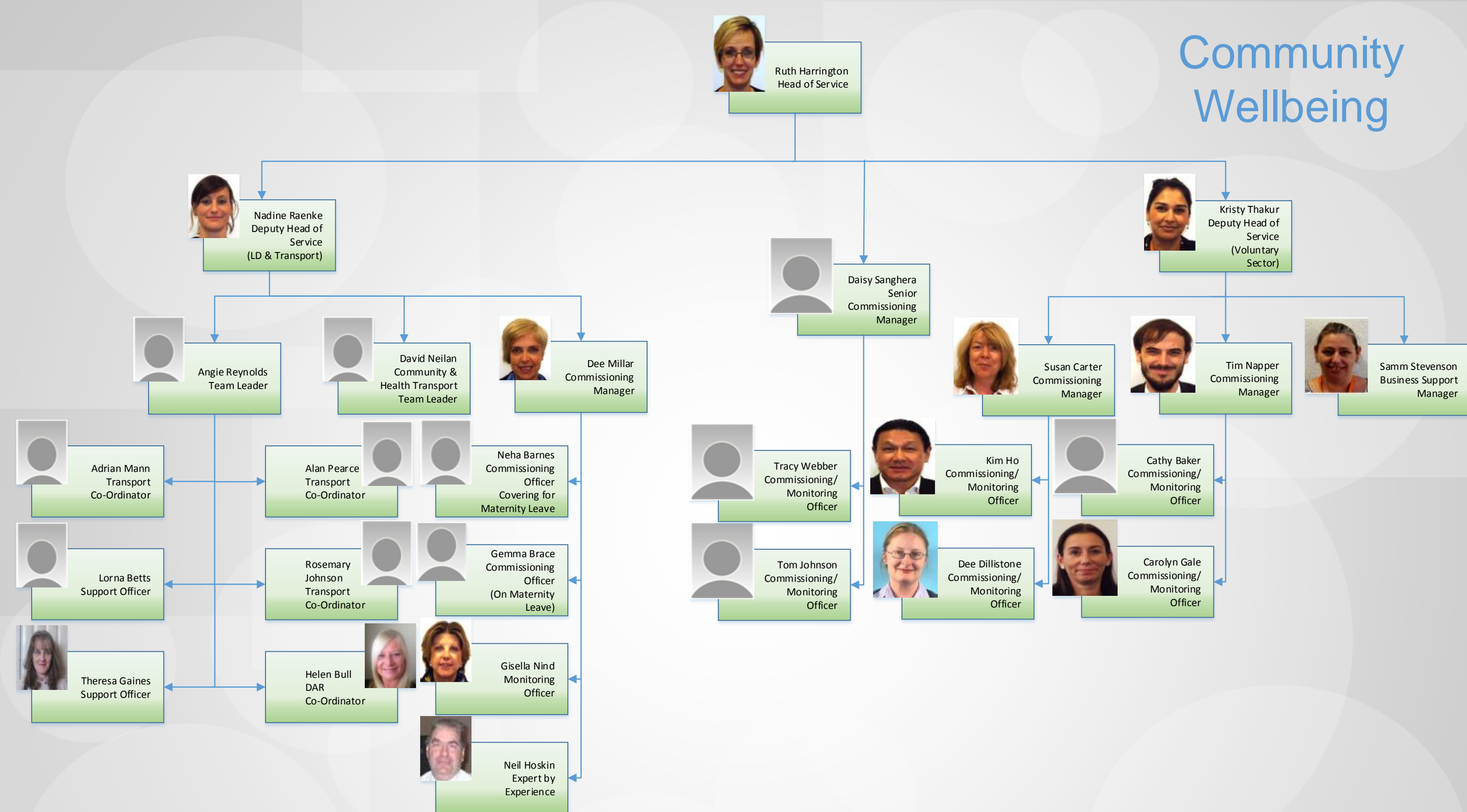


Integrated Community Support Commissioning delivers services for older people, physically disabled adults, and adults with learning difficulties which enables them to live fulfilling and independent lives. The purpose of the team is to create, procure, and monitor services which are delivered in and around Hertfordshire's communities. This allows people to receive services in the communities in which they live, so they can make the most of their independence.

The services which ICSC commission include: homecare, flexicare, day services, community transport, and community equipment. All of these services meet Care Act eligible care needs, and the level of need can vary from low-level to intensive. In order to deliver such a broad range of services, ICSC works with in-house providers, voluntary sector providers, and the private sector.

The services which ICSC commission are integral to the whole health and social care system. For example, these services support hospital discharge, prevent hospital admission, and reduce the need for residential services. By reducing the need for bed-based services, ICSC achieves system efficiencies as well as delivering personalised outcomes for service users.

Community Wellbeing

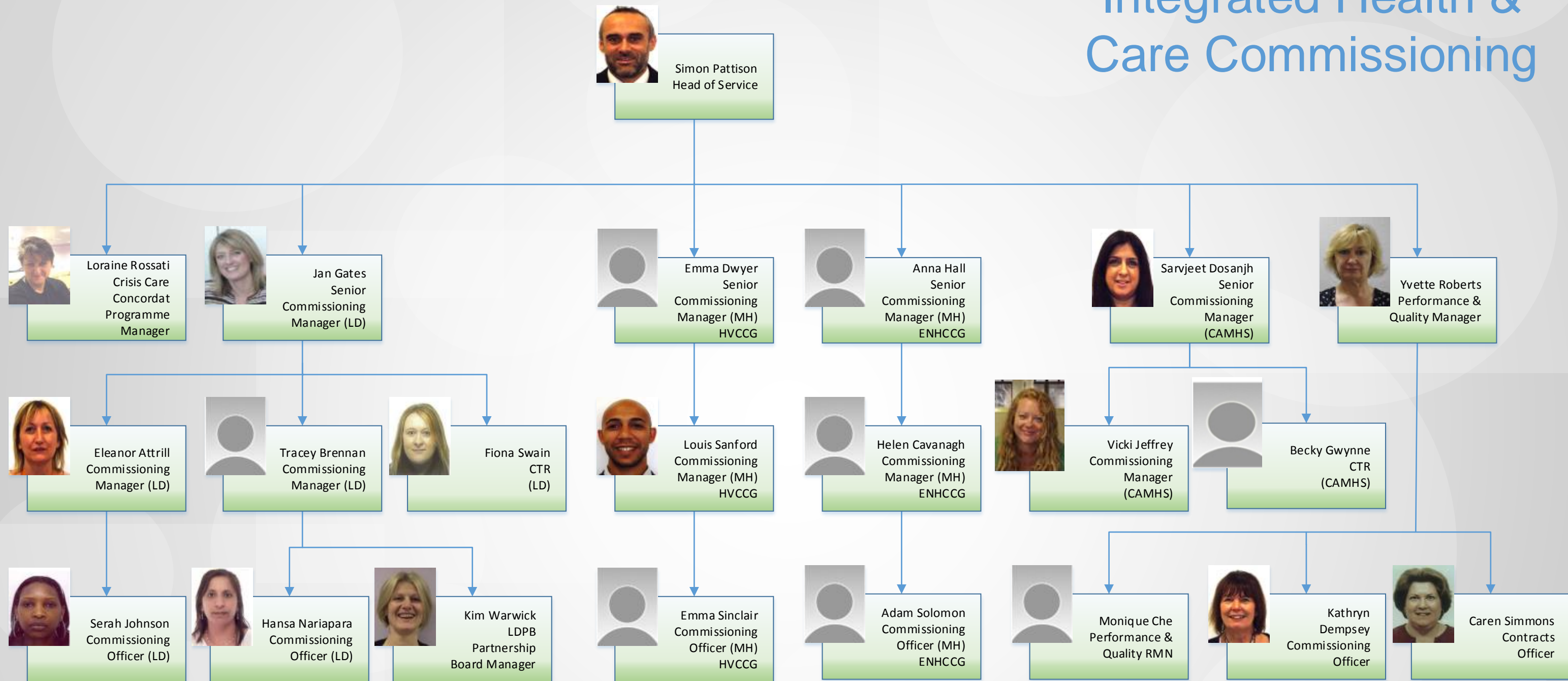


The Community Wellbeing team jointly commission, with our CCG and Public Health partners, around £10 million worth of preventative services from the voluntary and community sector that work alongside other health and care services to enable people to live well.

The work is split into 8 Preventative themes and Domestic Abuse. The 8 themes are Support for Carers, Keeping Active, Advice, Information and Advocacy, Promoting Mental Health and Positive Wellbeing, Reducing Social Isolation, Keeping People out of Hospital, Connecting Communities & Individuals and Living Well with Long Term Conditions. The contracts within these themes include services such as HertsHelp, Carers Breaks, a Crisis Intervention service and numerous small contracts for lunch clubs and other community activities. The CWB team are currently carrying out a Review of all contracts.

The CWB team also take a strategic lead on the relationship with the Voluntary and Community sector across Hertfordshire and on this basis have recently published a Hertfordshire wide Commissioning Strategy for the Voluntary and Community sector, which has been signed up to by the Hertfordshire Health and Wellbeing Board, and led a refresh of the Hertfordshire COMPACT.

Integrated Health & Care Commissioning



The Integrated Health and Care Commissioning Team work on behalf of East and North Herts CCG, Herts Valleys CCG and HCC. The team commission services for people with learning disabilities and / or autism, people with dementia, adults with mental health issues and mental health services for children and young people (CAMHS). The team leads on the development and implementation of commissioning strategies for CAMHS, adult mental health, learning disabilities and dementia and manages the contract with Hertfordshire Partnership NHS Foundation Trust (HPFT) for the provision of health and social care services, amongst other contracts.

Integrated Accommodation Commissioning

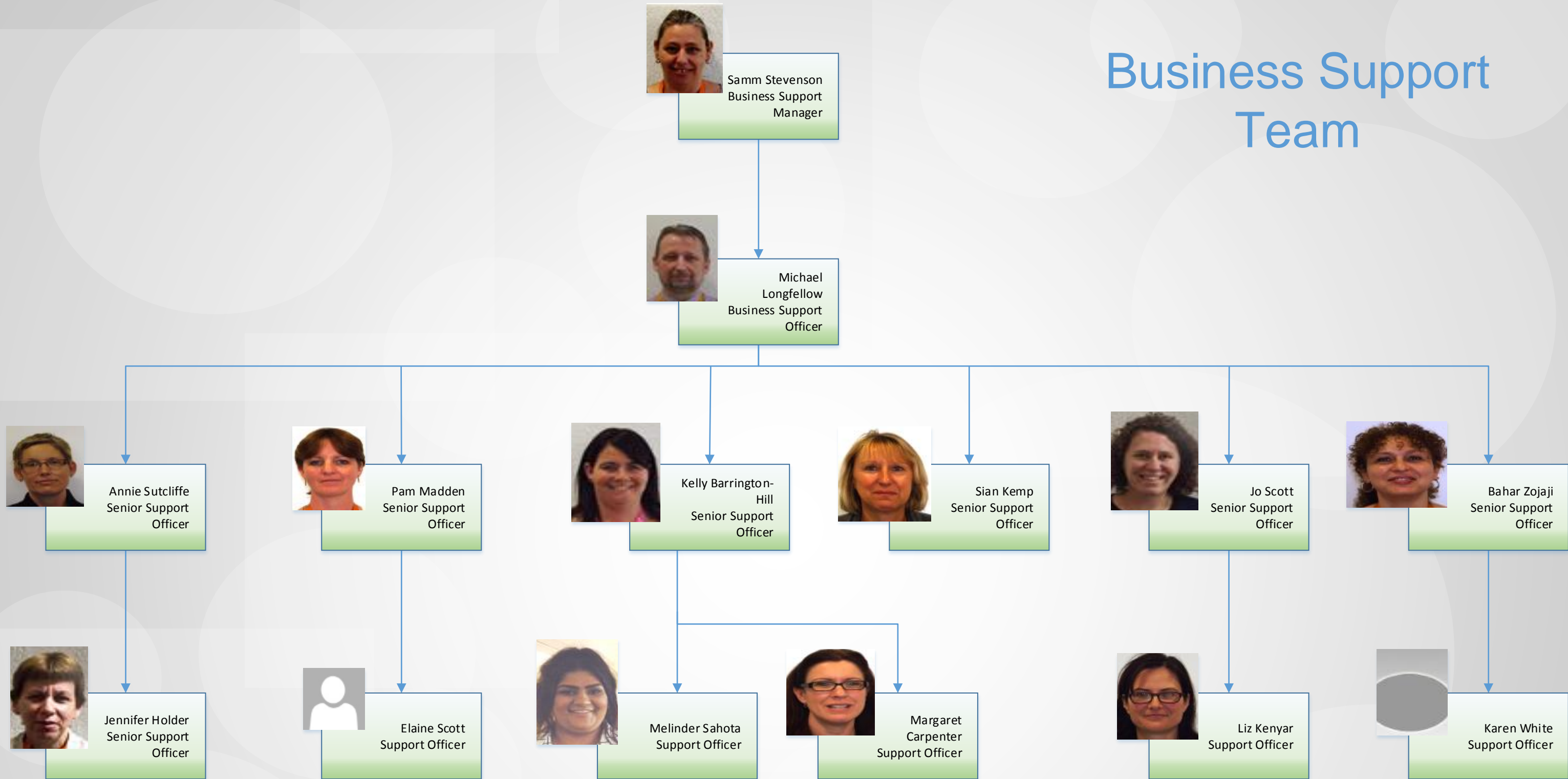


The Integrated Accommodation Commissioning Team (IAC) has responsibility for commissioning accommodation across Mental Health, Learning Disabilities, Older People and Physical Disability services. IAC has strong links with both Clinical Commissioning Groups (CCGs) supporting effective and safe discharges from Hospitals by ensuring there is suitable bed based support available, both long term and short term placements, intermediate care and enablement.

IAC is driving relationships with district and borough councils responding to key housing and accommodation challenges at a local level, and identifying opportunities where closer collaboration and partnership working can deliver benefits locally. This is being developed by 5 Accommodation Boards, with an Accommodation Strategy being produced for autumn 2016. IAC has links with the Property and Public Health teams to maximize the preventative potential of accommodation.

The assessment of the quality of services being provided is a key role of IAC. Through an integrated contract monitoring approach involving both CCGs, the Care Quality Commission, Healthwatch, Community Learning Disabilities Team and Older People Physically Disabled Teams, we quality monitor in excess of 300 services per year. IAC use tools developed by the East of England partnership of Local Authorities and feedback quality performance to regional forums, Board Members and County Councillors.

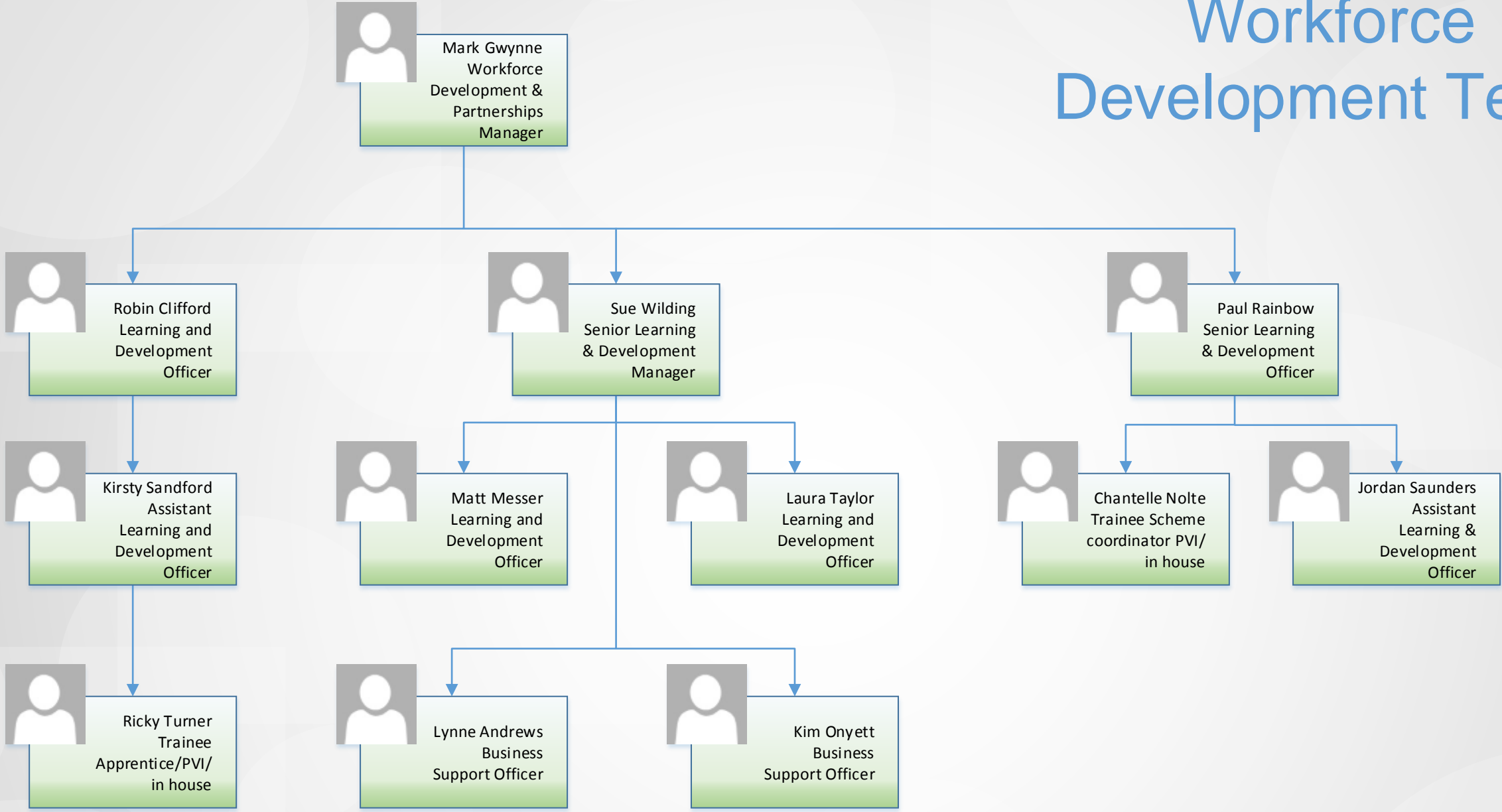
Business Support Team



The business support team work in conjunction with all four commissioning teams, providing support with administrative issues, projects, events and contracts. Key roles include:

- Set up and support with events and conferences
- Provide support with all aspects of the tendering processing including document publishing on In-Tend
- Send out Questionnaire and collate responses on behalf of commissioning
- Assist with promotional campaigns (e.g. Healthy homes)
- Key point of contact for partners for access to heads of service
- Set up internal and external meeting requests
- Finance – Invoice payment
- Travel requests using Redfern system (staff travel & hotel requests)
- Set up new contracts with providers & send out new contracts packs
- Maintain ContrOCC
- Contract price uplifts
- Yearly amendment & contract variations Contracts

Workforce Development Team



Health & Community Services Commissioning

