

<b>Report to:</b>	<b>STRATEGIC COMMISSIONING BOARD</b>
<b>Date:</b>	30 January 2018
<b>Officer of Strategic Commissioning Board</b>	Sandra Stewart – Director of Governance and Pensions Sarah Dobson – Assistant Director of Policy, Performance and Communications
<b>Subject:</b>	<b>THRIVE AND PROSPER – ONE CORPORATE PLAN 2018 – 2025</b> <b>TAMESIDE AND GLOSSOP IMPROVEMENT AND LEARNING FRAMEWORK</b>
<b>Report Summary:</b>	<p>The report provides the Strategic Commissioning Board with an update on the development of ‘Thrive and Prosper’ the joint Corporate Plan 2018-25 for both Tameside Council and NHS Tameside and Glossop Clinical Commissioning Group (CCG), and the associated Delivery Plan.</p> <p>The current draft of Thrive and Prosper – One Corporate Plan 2018-25 is attached at <b>Appendix 1</b> for discussion, comment and feedback.</p> <p>Also outlined in this report is the joint Improvement Framework that drives improvement and measures progress against achievement of the aims of the Corporate Plan and the objectives in the Delivery Plan.</p>
<b>Recommendations:</b>	<p>It is RECOMMENDED that:</p> <ol style="list-style-type: none"> <li>1. Alongside the budget setting process in the New Year the joint Delivery Plan is developed and a draft taken to Strategic Commissioning Board on 20 February 2018 for discussion, comment and feedback.</li> <li>2. Following the above steps, the final versions of both the Corporate Plan and Delivery Plan are taken to the Executive Cabinet of Tameside Council on 21 March 2018 and the Governing Body of NHS Tameside and Glossop Clinical Commissioning Group on 28 March 2018 for formal adoption by both organisations.</li> <li>3. The Strategic Commissioning Board is asked to support the ongoing development and implementation of the Tameside and Glossop Improvement Framework.</li> </ol>
<b>Financial Implications:</b> <b>(Authorised by the statutory Section 151 Officer &amp; Chief Finance Officer)</b>	There are no direct financial implications as a result of this report. As projects come forward that support the achievement of the aims of Thrive and Prosper – One Corporate Plan 2018-25 each will need to be considered on its individual merits including financial impact.
<b>Legal Implications:</b> <b>(Authorised by the Borough Solicitor)</b>	In order to spend public resources efficiently and effectively it is important that we are clear about priorities and communicate the same. This goes to serving that purpose.
<b>How do proposals align with Health &amp; Wellbeing Strategy?</b>	Thrive and Prosper – One Corporate Plan 2018-25 is aligned with the Health and Wellbeing Strategy and vice versa. The approach to improvement (performance and quality) will provide check &

balance and assurances as to whether vision, priorities and associated objectives are being achieved.

**How do proposals align with Locality Plan?**

Thrive and Prosper – One Corporate Plan 2018-25 is aligned with the Locality Plan and vice versa. The approach to improvement (performance and quality) will provide check & balance and assurances as to whether vision, priorities and associated objectives are being achieved.

**How do proposals align with the Commissioning Strategy?**

Thrive and Prosper – One Corporate Plan 2018-25 is aligned with the Commissioning Strategy and vice versa. The approach to improvement (performance and quality) will provide check & balance and assurances as to whether vision, priorities and associated objectives are being achieved.

**Recommendations / views of the Health and Care Advisory Group:**

N/a

**Public and Patient Implications:**

No direct Public and Patient implications as a result of this report.

Although any changes to services in order to meet strategy and plan objectives will need an appropriate level of engagement and consultation with the public and patients.

**Quality Implications:**

The report sets out an approach to using performance and quality information and data to measure progress towards achievement of the vision and priorities set out in Thrive and Prosper – One Corporate Plan 2018-25 and the associated objectives and projects.

Any changes to services in order to meet strategy and plan objectives will need the completion of a Quality Impact Assessment (EIA).

**How do the proposals help to reduce health inequalities?**

A primary aim of Thrive and Prosper – One Corporate Plan 2018-25 is to improve quality of live and reduce inequalities of all kinds including health.

The Single Outcomes Framework and the approach to improvement (performance and quality) will provide and assessment of where inequalities exist and effectiveness in reducing them.

**What are the Equality and Diversity implications?**

No direct Equality and Diversity implications as a result of this report.

Although any changes to services in order to meet strategy and plan objectives will need the completion of an Equality Impact Assessment (EIA).

**What are the safeguarding implications?**

No direct safeguarding implications as a result of this report.

**What are the Information Governance implications? Has a privacy impact assessment been conducted?**

No direct Information Governance implications as a result of this report. There is no requirement or need to complete a Privacy Impact Assessment as a direct result of this report.

**Risk Management:**

The report outlines an approach that ensures both Tameside Council and NHS Tameside and Glossop Clinical Commissioning Group have a robust approach in place to ensure ongoing assessment of performance and quality, and thus the identification of risk.

**Access to Information :**

**Appendix 1** – Thrive and Prosper – One Corporate Plan 2018-25

**Appendix 2** – Tameside & Glossop Single Outcomes Framework

The background papers relating to this report can be inspected by contacting Simon Brunet – Policy Lead – Policy, Performance and Communications – Governance and Pensions.



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## **1.0 CONTEXT**

- 1.1 The report provides the Strategic Commissioning Board with an update on the development of 'Thrive and Prosper' the joint Corporate Plan 2018-25 for both Tameside Council and NHS Tameside and Glossop Clinical Commissioning Group (CCG), and the associated Delivery Plan. Also outlined is the joint Improvement Framework that drives improvement and measures progress against achievement of the aims of the Corporate Plan and the objectives in the Delivery Plan. Joint strategies and plans for Tameside Council and NHS Tameside and Glossop Clinical Commissioning Group are recognition of our single approach in a place – Tameside and Glossop.

## **2.0 THRIVE AND PROSPER – ONE CORPORATE PLAN 2018–25**

- 2.1 Tameside Council and NHS Tameside and Glossop Clinical Commissioning Group are committed to ensuring all our residents lead long, fulfilling and healthy lives which we will achieve through five themes:

- Excellent Health & Care
- Digital Future
- Successful Lives
- Stronger Communities
- Vibrant Economy

- 2.2 Together the five themes in our vision will enable residents to lead healthy, long and fulfilling lives. They can access jobs and learning opportunities which in turn drives economic growth. By building stronger communities, developing digital and supporting our residents to access the services they need enables everyone to lead successful lives.

- 2.3 Thrive and Prosper – One Corporate Plan 2018-25 brings together for the first time the priorities and ambitions of both Tameside Council and NHS Tameside and Glossop Clinical Commissioning Group. The challenge to Tameside Council and NHS Tameside and Glossop Clinical Commissioning Group continues to be finding new ways of delivering public services with increasingly limited resources. With ambition and innovation – and by working together with our citizens and partners – we can build a bright and prosperous future where everyone can thrive. We have already redesigned many of our services to take account of funding cuts and continue to look for new affordable ways of delivering services. We acknowledge that in order to deliver our ambition around growth and prosperity for all our residents, we need to invest now to deliver long-term and sustainable improvements in quality of life. This plan recognises that our five key aims around health, building successful lives, the economy, stronger communities and embracing digital opportunity are closely linked and by working on these aims at the same time will bring about real change for our residents and deliver a brighter future for all.

- 2.4 The current draft of Thrive and Prosper – One Corporate Plan is attached at **Appendix 1** for discussion, comment and feedback.

- 2.5 The document provides some detail on the five themes for Tameside and Glossop and a brief explanation of how we will deliver our plans. Further detail on delivery will be outlined in the Delivery Plan to be developed alongside the budget setting process and ongoing engagement and testing with relevant stakeholders.

## **3.0 IMPROVEMENT AND LEARNING FRAMEWORK**

- 3.1 As with any vision and set of priorities for the area, it is important that we measure progress, to ensure we are on track to deliver them. Adopting an evidence based approach

requires us to place a strong focus on improvement and learning delivered through the measurement of outcomes, the understanding of insight and the use of intelligence. By using a broad evidence base with appropriate check and challenge we can assess and evaluate the impact we are making.

3.2 The three tiers of an effective approach to improvement and learning are:

OUTCOMES	Long term ambition & aspiration	Quality of life Engagement & resilience Lived experience
IMPROVEMENT	Check & challenge of system health and effective delivery	Performance & improvement Quality & risk Finance & affordability
INTELLIGENCE	Knowledge, insight & understanding	Benchmarking & horizon scanning Peer review & challenge Deep dive Feedback & complaints/compliments Evaluation, impact & CBA Business intelligence Small area data Risk stratification

3.3 Only through strong relationships between our service users, partners and providers can we deliver the outcomes we want to achieve within the resources that we have available. Outcomes measure quality of life, lived experience and levels of engagement and resilience amongst our residents and within our communities – and they evidence progress over the long term towards our aims and ambitions. Measurement of outcomes can be achieved through data collected within our systems and through surveys with our residents to ensure the services being provided are appropriate and are being delivered to a high standard.

3.4 The performance and quality of our services will be challenged through our improvement tier which will ensure that underperformance in any of the outcomes will be highlighted at the first available opportunity. As well as ensuring that performance and quality is on track, information on costs and affordability of projects will also be collected to ensure value for money and that projects are viable.

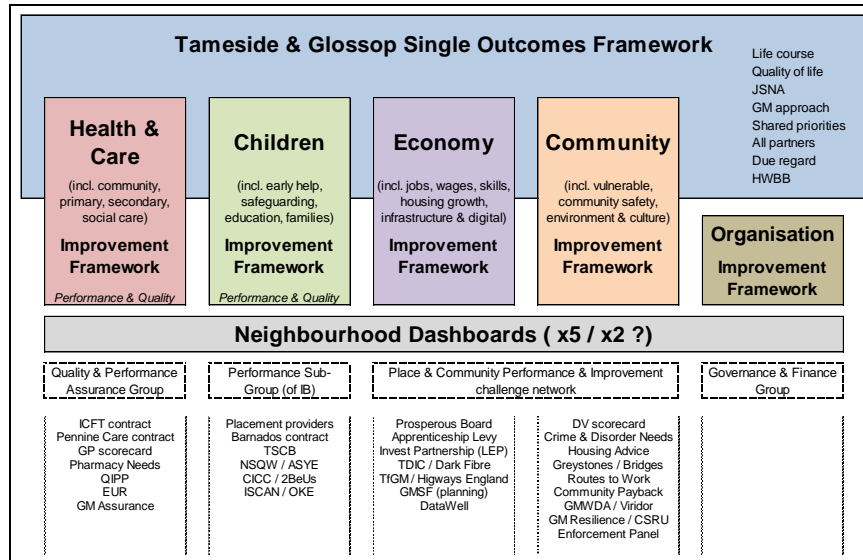
3.5 For those outcomes where it's identified that we are underperforming or quality is poor, more in-depth analysis will be undertaken to understand the reasons behind the performance. This could take the form of an intelligence review, benchmarking exercise etc. In addition, research and analysis will be undertaken into other areas of interest to the council and the CCG; this could result in a new outcome being delivered if required.

#### 4.0 TAMESIDE AND GLOSSOP SINGLE OUTCOMES FRAMEWORK (SOF)

4.1 The Tameside and Glossop Single Outcomes Framework (SOF) provides a dashboard of long term aspirations and ambitions for improved quality of life in the area to which all public services should pay due regard. We need to ensure that the strategic and delivery outcomes defined by our five themes drive the commissioning and service delivery of all the organisations that deliver public services in Tameside. To ensure this happens effectively, Health and Wellbeing Board will have strategic oversight and responsibility for monitoring and reviewing the Outcomes Framework. A copy of the current Tameside and Glossop Single Outcomes Framework (SOF) is attached at **Appendix 2**.

## 5.0 PERFORMANCE AND QUALITY

5.1 Our approach to monitoring performance and quality at the strategic level will be linked to four of the five themes of the Corporate Plan – the fifth theme, Digital Future – being cross-cutting. The diagram below explains the architecture of our approach to improvement and learning and how the four individual themes have improvement (performance and quality) frameworks in place.



5.2 Each theme will have its own Improvement Framework with a group assigned with responsibility for monitoring performance of the outcomes, monitoring service level agreements and contracts and making recommendations on areas for further research and investigation.

5.3 Each individual framework will consider issues of finance and affordability of service provision and ensure that when service changes occur robust data is provided to demonstrate whether a change has provided value or money. Where no positive improvements in a service are made by any service changes, this will be highlighted, investigated and then ultimately reported in the Tameside and Glossop Single Outcomes Framework to ensure decisions are made based on evidence and intelligence.

5.4 The individual frameworks will also ensure that the services provided are of a high standard and identify quickly any risks associated with service provision that could cause harm to residents.

## 6.0 RECOMMENDATIONS

6.1 As set out on the front of the report.