



Commissioning Strategy 2023 – 2026 Consultation Feedback

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Executive Summary

The Fife Health and Social Care Partnership's Participation and Engagement Team supported the Commissioning Strategy Working group from January 2023 to April 2023 to plan, develop and deliver a consultation on the draft of the Commissioning Strategy 2023 - 2026.

The consultation has taken place online, where stakeholders were asked to submit their views via Microsoft Forms.

Several stakeholders' groups were contacted including:

- Public representatives, via existing channels such as Fife Council Peoples Panel and NHS Virtual group
- Various Equality Groups and Forums
- Independent Sector Providers
- Third Sector Providers
- Fife Carers
- Lived Experience Group via FVA.

A total of 110 have responded to give us their views, where 21 were responses from the following organisations:

- | | |
|---------------------------------|------------------------------------|
| ➤ Avenue Care Services | ➤ Bandrum Nursing Home |
| ➤ Fife Council | ➤ Assisted Services |
| ➤ Deafblind Scotland | ➤ HC-One |
| ➤ Real Life options | ➤ FASS - ADAPT |
| ➤ Cera Care | ➤ J. C. Michael Groups Ltd |
| ➤ Circles Network | ➤ Link Living |
| ➤ ABBOTSFORD CARE | ➤ Food Train |
| ➤ Horizon Support | ➤ The Richmond Fellowship Scotland |
| ➤ Fife Sports and Leisure Trust | ➤ Nourish Support Centre |
| ➤ Connected Care Services Ltd | ➤ Age concern Cupar |
| ➤ St Serfs | |

There were also 89 responses from individuals. The consultation has received a significant response from members of the public which accounted for almost 30% of overall responses.

This report includes the views of those who have responded to the consultation, which was open for responses for a 6 week period from 16 February – 31 March 2023.

The consultation included several aspects of the draft of the Commissioning strategy 2023 - 26. Stakeholders were asked for their views on the following key areas:

- Draft Vision

- Draft Commissioning Principles
- Draft Commissioning Priorities
- Draft Partnership Behaviours
- Draft Expectation of Providers

Overall people have agreed with the proposed vision, principles, and priorities; however, there was some feedback around the use of the term 'best value' and some concerns around the use of digital technology to improve our services.

Respondents raised their concerns around the potential financial impact to individuals to keep up with digital developments, respondents also highlighted the importance of human contact.

The Partnership has received a significant number of positive comments during this consultation, complementing the vision with positive messages for example:

“who can disagree with that”

Some comments suggest that the partnership is already doing a great job looking after the people of Fife, while supporting our citizens to live longer and healthier lives.

Fife Health and Social Care Partnership would like to thank everyone who has responded to this consultation for their time, and for sharing their views on the draft of the Commissioning strategy 2023 – 2026.

Introduction

During the six week period of 16th February – 31st March, the Partnerships Participation and Engagement Team has engaged with various stakeholders on the draft of the Commissioning Strategy 2023 -2026.

The objective of the consultation was to gather feedback on several aspects of the draft Commissioning Strategy.

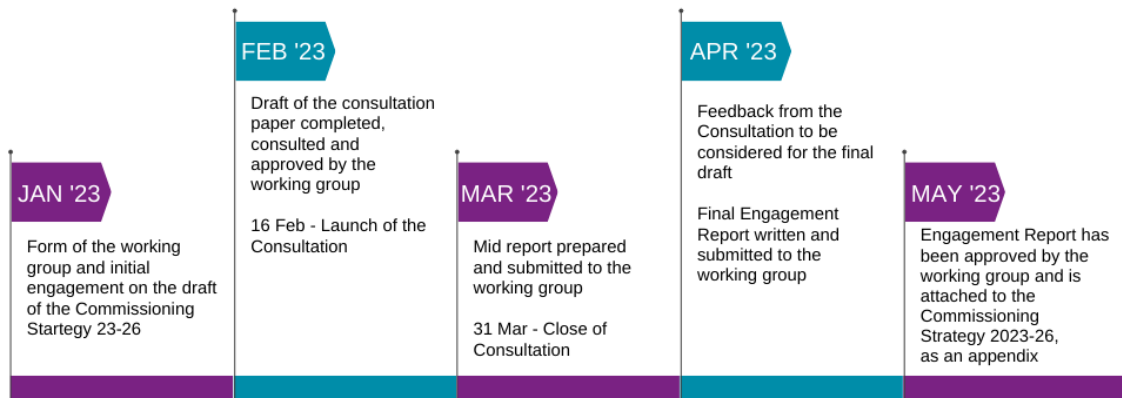
The feedback received during the consultation period, was used to inform the final draft of the Commissioning strategy 2023 – 2026, which will be submitted to the relevant committees and the IJB for approval. All comments were taken on board by the working group, and where appropriate changes were made.

This strategy was considered to be a high-level document, and we did not anticipate getting much interest from the public. However, the consultation has received a good response from members of the public as well as other stakeholders, which highlights the importance of engaging with all stakeholders.

The Engagement Timeline

The online consultation was launched on the 16th of February 2023 and was open for 6 weeks until the 31st of March 2023.

DRAFT Commissioning Strategy 2023 -2026 Consultation Timeline



Stakeholder Engagement

Designing the Consultation

The consultation questions have been designed around several aspects of the draft of the Commissioning strategy. Stakeholders were asked for their views on the draft vision, commissioning principles and priorities, as well as partnership behaviours and expectations of providers. Participants were asked a number of agree/disagree questions and were given the opportunity to comment further in open question spaces, for example: what else should the partnership be doing to achieve this priority? A full consultation questionnaire can be viewed in Appendix 1. Posters were produced to inform various groups of stakeholders of the ongoing consultation, inviting them to submit their views via a QR code.

Engagement Methods

Due to time constraints for this consultation, it was decided by the working group to consult with stakeholders using an online platform (MS Forms). This was widely shared through all our relevant networks via email, Facebook and internal communications.

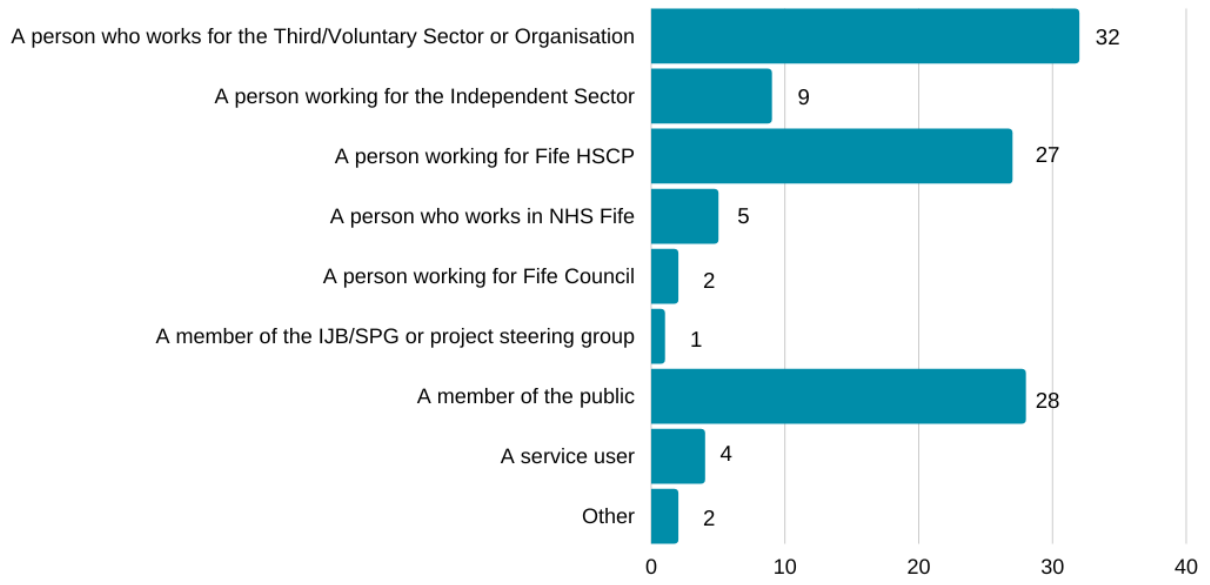
An easy read version of the consultation was made available and has been requested by one organisation.

The consultation was shared widely through our Locality Core Group members across all seven localities. Due to the timing of the consultation and locality core group meetings, the opportunity to engage was issued to the members mid-February and an offer to attend the locality core group meetings was made to the Localities Coordinator, however due to the timescales this wasn't requested. The Locality Core Group members were asked to display the posters in public areas for example GP surgeries and The Wells meeting spaces to raise awareness.

Who did we engage with?

The consultation has been shared with over 300 organisations (Appendix 2), who deliver health and social care services in Fife, as well as various Equality groups and forums. The public were invited to comment on the draft of the strategy through Facebook as well as other social media channels. GP Surgeries and other public facing organisations have displayed a poster with the information regarding the ongoing consultation, containing the QR Code for MS Form. The consultation was also featured in the weekly staff and partners update through SWAY, during the 6 weeks consultation period.

As a result, we have received 110 responses with a significant response from the Third/Voluntary & Independent sectors, staff working for Fife Health and Social Care partnership as well as members of the public.



Commissioning Strategy - The Vision

Vision

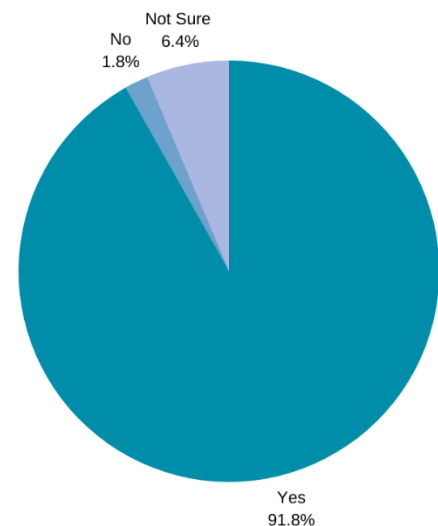
To commission high quality, local, sustainable, and collaborative services that are person-centred and outcome-focused, that support the delivery of care provision at the right time and in the right place and enable people to live independent and healthier lives in their own home, and within their own community.

How will we achieve this?

We will make a commitment to delivering an outcome focused approach to commissioning which supports all partners to work effectively together to create innovative, high-quality, individualised care provisions and support solutions, that are aligned to strategic priorities and local needs. Our contracting and commissioning activity will encompass a commitment to community wealth building, sustainable and ethical purchasing, and the climate change agenda.

Do you agree with our Vision?

The majority of those responded (91.5%) have agreed with the proposed vision; this question has received a further 63 comments, with overwhelming support for the vision; however, there were also some comments around how the partnership will achieve this vision....



“Sounds very good, but there will be challenges”

The majority of those that commented have agreed with the importance of person-centred and outcome focused approach.

Some further comments included:

“I think the idea of providing care that allows people to stay at home for as long as possible is good.”

“Keeping people at home helps curing them quicker & keeps hospital beds free for seriously ill patients.”

“Keeping things local where possible is a good thing. For those without a car or suitable public transport in their area, it can be both expensive and time consuming to travel to appointments.”

"I totally agree with a vision of "sustainable, and collaborative services" to "enable people to live independent and healthier lives in their own home, and within their own community". This approach is long, long overdue."

"No one will say no to this vision!"

"This vision aligns seamlessly with that of our organisation. We provide outcomes-focused, trauma-informed support which recognises that people are different, with different needs at different times and support needs to be flexible to meet these changing needs."



The Commissioning Principles

Our principles have been developed in line with our identified Strategic Priorities as published in our Strategic Plan 2023 - 2026.

Local – A Fife where we will enable people and communities to thrive.

Sustainable – A Fife where we will ensure services are inclusive and viable.

Wellbeing – A Fife where we will support early intervention and prevention.

Outcomes – A Fife where we will promote dignity, equality, and independence.

Integration – A Fife where we will strengthen collaboration and encourage continuous improvement.



- We will commission social care services locally wherever possible.
- We will work with our localities to ensure that they have an active role in local planning of health and social care service provision.



- We will demonstrate a commitment to community wealth building and embed sustainable and ethical purchasing practices in all our commissioning activity.
- We will make a commitment to work collaboratively with our partners to create innovative and sustainable health and social care solutions.
- We will balance innovation and risk in our commissioning practice.



- We will actively promote commissioning solutions that enable prevention and early intervention.
- We will actively promote self care and self management.
- We will continue to support our unpaid carers and ensure that their needs are met.



- We will invest in enablers to support integration.
- We will adopt a whole system approach to our commissioning practice.
- We will co-design and co-produce solutions with our partners and communities.



- We will commission services with an outcome focus.
- We will ensure feedback from those who use social care services is at the heart of our development and improvement plans.

During consultation we have asked:

- Do you agree with our Commissioning Principles?
- What else should we be doing?

The majority of people agreed with the proposed principles and 88 people have submitted further comments, those include:

“The principles are good - we need to make sure that commissioning aligns with these in practice...”

“Sounds good! I hope you deliver!”

“Yes, agree these are proactive priorities.”

“Person centred approach - never forgetting it is people we serve.”

“I think you have covered all bases there”

“Yes. Early intervention and prevention is a key.”

The Commissioning Priorities

Priority 1

The changes we need to make

Through our commissioning practice, there will be an increase in the choice and availability of social care services through implementation of digital solutions where appropriate in line with our Digital Strategy.

What will success look like?

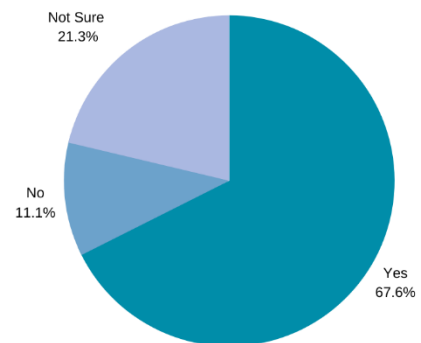
An increase in technology enabled care, empowering individuals to successfully manage their own care and wellbeing.

Where we want to be in 2026

Alternative models of care embedded across all relevant health and social care services (video conferencing, the use of self-assessment tools, technology enabled care).

Do you agree with this priority?

The majority of the people have agreed with this priority, however there was some concern that technology might replace a human contact. There were also further suggestions around support that people might need to be more familiar and open to a digital world.



We asked:

What else should the Partnership be doing to achieve this priority?

You said:

- Consider those who are digitally disadvantaged.
- Establish how we are going to support the users to embrace digital solutions.
- The use of digital and electronic devices is a positive aid for all; however, I feel it needs to be balanced with physical availability of services and human contact.
- Where this is appropriate and accessible to users.
- Technology cannot replace human care and support, relationships are important. Where the person wants technology enabled care this is appropriate but not in all scenarios.

- Through increased use of technology, independence can be maintained whilst keeping people safe.
- Provide training on new technology.

We did:

- We have amended our digital priority wording to ensure that it is clear that technology enabled care is not a replacement for other forms of care and support. We are committed to embracing digital platforms where appropriate, where it suits an individual's needs and where an individual has chosen this type of support. Our digital priority is intended to enhance existing provision and does not replace it.
- We have linked with our digital strategy lead to share your feedback and concerns. Our digital strategy lead will consider training needs, those who are digitally disadvantaged and identify the appropriate supports to help individuals embrace digital solutions where this is their choice.

Priority 2

The changes we need to make

Through our commissioning practice, there will be a commitment to commission services locally wherever possible, maximising opportunities for collaborative commissioning with our partners with the aim of improving services, outcomes, processes, and efficiency.

Our commissioning activity will also demonstrate a commitment to community wealth building and sustainable and ethical purchasing practices.

What will success look like?

An increase in the number of local providers that we commission and an increase in the number of collaborative commissioning projects underway.

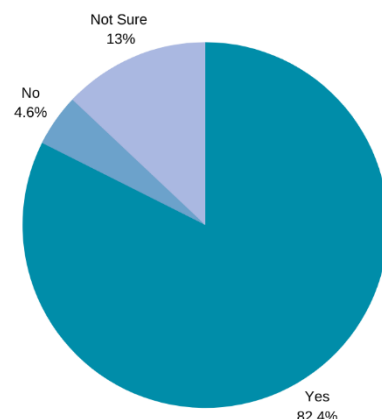
Where we want to be in 2026

- Collaborative commissioning is embedded in all commissioning practice and services are commissioned locally wherever possible.
- Consistency of service/carer for the service user leading to improved service user satisfaction.
- Minimising unnecessary travel for providers and reduction in the environmental impacts in line with Fife Council's climate change agenda.

Do you agree with this priority?

More than 82% of respondents have agreed that where possible we should be commissioning our services locally which as a result will improve experience for all stakeholders.

Further comments include: "continually support local commissioning"; however, there was also a suggestion that small local providers often get overlooked by national companies and perhaps are not being offered the chance to bid for service delivery.



"Totally agree I think Fife in particular minimising unnecessary travel we need to coordinate One Stop shop style ensuring if patient turns up a one service we use the opportunity to tap into their other needs and not have them having to come back again to access another service."



We asked:

What else should the Partnership be doing to achieve this priority?

You said:

- Continue to work with providers supporting recruitment in rural areas.
- Ensuring fair pay for all care workers across sectors.
- Strong partnership working needed with the third sector organisations out there already working in this area, buy in to what is already being done.
- Looking at working with providers in certain localities, to commission services to a provider that is already in a street or small area. Making everyone's client base geographically friendly, reducing costs overall for Local Authority and staff.
- Working more closely with the local providers they already have.
- The partnership needs to be aware of waiting lists for services and commission services appropriately with sufficient funding so that the services can deliver in a timely manner.
- Development of local services including specialist resources particularly in areas that are most lacking such as North East Fife.
- Supporting good practice in local services - promoting appropriate training, good pay, and support for well-being of staff providing services.

We did:

- Through our Workforce Strategy we have identified actions that will be taken over the short and medium term to support recovery, growth and transformation across the health and social care sector in Fife.
- We have adopted UNISON'S Ethical Care Charter to support the recruitment and retention of a more stable workforce through sustainable pay, conditions and training levels.
- We have made a commitment to ensuring that sustainable and inclusive growth is a priority through consideration of fair work practices in all our contracting and commissioning activity including payment of the real living wage.
- We have made a commitment through our commissioning strategy and practice to working collaboratively with our partners as equals to plan, design and deliver a broader and more innovative range of social care services that considers and addresses locality specific issues.

Priority 3

The changes we need to make

Commissioning practice will actively promote solutions that enable prevention and early intervention in line with our Prevention and Early Intervention Strategy.

What will success look like?

A service model which focusses on prevention and early intervention and promotes community-based supports over residential settings and builds resilience through self-care and self-management.

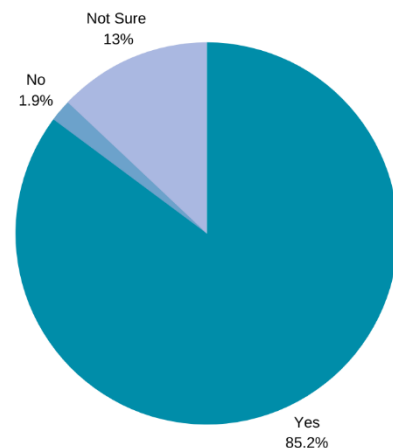
Commissioning activity that promotes positive health and wellbeing choices.

Where we want to be in 2026

Our Social Care Providers will actively support our Prevention and Early intervention strategy by building resilience, encouraging independence, and enabling individuals to take ownership of their own health and wellbeing.

Do you agree with this priority?

85.2% agree with priority 3. Some comments suggested that we need to provide better support in training carers and future carers, as well as providing adequate support to those from rural areas and those that are hard to reach. There is a concern that due to current pressures on services, we often deal with crisis rather than prevention.





We asked:

What else should the Partnership be doing to achieve this priority?

You said:

- Educating the public will play an important role in all of this.
- The practicalities are vital. How to reach those most in need who tend to be the least likely to regard prevention as important.
- Absolutely agree we need to invest resource adequately early intervention locally to have better long-term outcomes for our population and as a result less strain on resources at front door hospital.
- What are the steps to empower individuals to take ownership of their own health and wellbeing?
- Continue to fund low level preventative services like the One Stop Shop for autism in Kirkcaldy. Contribute towards national programmes like telephone helplines, post diagnostic support etc. Fife HSCP need to understand that there are individuals with lifelong conditions, who will always need support. These people will develop and change, and so will their support needs, but they will never be completely independent.

We did:

- Through our Prevention and Early Intervention Priorities we have made a commitment to introduce a targeted anticipatory approach which prioritises self-care and maximises opportunities for individuals to improve their knowledge and understanding of health and lifestyle choices, leading to more positive outcomes.
- We have worked closely with our Prevention and Early Intervention Strategy Lead to ensure that your comments and feedback relating to this priority are explored further and addressed in the development of the new Prevention and Early Intervention Strategy.
- Through our Prevention and Early Intervention Priorities, we will ensure that our resources are deployed effectively to increase the number of conditions that can be successfully addressed at an early stage.

Priority 4

The changes we need to make

Commissioning practice will adopt a whole system approach with solutions co-designed and co-produced with our partners and communities. We will ensure that feedback from those who use and those who deliver social care services is at the heart of our development and improvement plans through ongoing engagement activity in line with our Participation and Engagement Strategy.

What will success look like?

Collaborative working with all partners, communities, and localities to inform decision making around our commissioning plans.

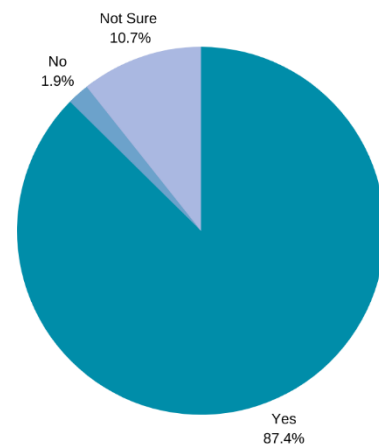
Where we want to be in 2026

Robust participation and engagement with our partners and service user groups including those groups who are hard to reach and protected characteristic groups.

Commissioning decisions based on proactive input from people with lived experience evidenced through an increase in participation and engagement activity e.g. Care Sector Forums and Market Engagement activity.

Do you agree with this priority?

87.4% of respondents agree with priority 4, further comments suggest that we need to get better at involving people within decision making and ensure that service users are at the heart of everything we do.



"We are excited to see the development of this priority and help shape the work going forward."



We asked:

What else should the Partnership be doing to achieve this priority?

You said:

- Robust systems to encourage feedback with clear outcomes. You Said we Did.
- Listen to the voice of the people who use services. Most services are created from the top down, from a policy or strategy point of view, then all else has to fall into place. Find the balance for what is needed, speak to the people, then create the systems that suit the needs of those using the services, then find the balance as to how the partnership, then creates the strategies that suits the need for all.
- Collaboration is imperative and requires to be adhered to by all participants.
- Think of people who have communication difficulties.
- Good communication is vital - sharing of information is important. Hence systems need to be robust.
- Does this mean that care receiving clients and care givers will be surveyed and the results used to inform a system of continuous quality improvement?
- Identify methods of engaging with local communities and service users to obtain reliable feedback.
- Make Participation and Engagement user friendly and very accessible.

We did:

- The Partnership has made a commitment to engaging with the people of Fife to design and deliver services that demonstrate the voice of lived experience and the voice of those who deliver services on our behalf in the third and independent sectors. We have recently created a Participation and Engagement Team who have developed robust and varied mechanisms to gather meaningful feedback from all of our stakeholder groups.
- We ensure through our participation and engagement that all our documents are available in easy read formats to suit a range of service user needs. We also offer further support where required.
- Since creation of our Participation and Engagement Team, we have introduced various engagement methods and we are always striving to improve this practice and develop new and innovative ways to gather meaningful feedback in a user-friendly manner.
- In line with our Participation and Engagement Strategy 2022-2025, we are in process of setting up a fife wide public engagement forum as well as a fife wide carers forum; we believe that this will offer more opportunities for the public to share their views and stay in touch with the Partnership.

Priority 5

The changes we need to make

Our commissioning activity in line with our Medium-Term Financial Strategy will encompass our duty of Best Value delivering on continuous improvement through effective ways of working, finding innovative and creative social care solutions and using our financial resources effectively to deliver better outcomes for the people of Fife.

What will success look like?

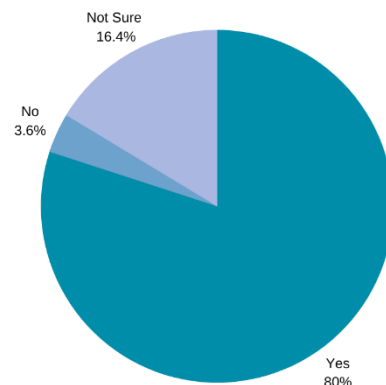
Best Value principles embedded in our commissioning approach and effective use of our financial resources to transform services.

Where we want to be in 2026

Maximisation of our resources to transform models of care leading to more sustainable care models and better outcomes for the people of Fife.

Do you agree with this priority?

The majority of respondents, 80%, have agreed with this priority, although there is some concern that best value means low quality service.



"This is another an important opportunity to strengthen partnerships between commissioners, communities and providers to co-design imaginative local solutions in order to deliver the best outcomes for individuals whilst ensuring value for money."



We asked:

What else should the Partnership be doing to achieve this priority?

You said:

- "Best value" worries me a bit.
- I do feel sorry for those having to make these decisions in such difficult economic times... Difficult choices ahead and I do believe that Fife HSCP will do their best to achieve this and on behalf of Fife's population.
- Monitor spend and what is achieved. Be brave enough to move resources to where need is.
- Resources need to be in the right place not just because they currently receive funding. There are services in Fife who are not value for money and if this is the case they shouldn't receive funding just because they always have done.
- My concern lies with who can determine best value?
- Innovative working models across the partnership, continue to build on successful creative models of partnership working across services.

We did:

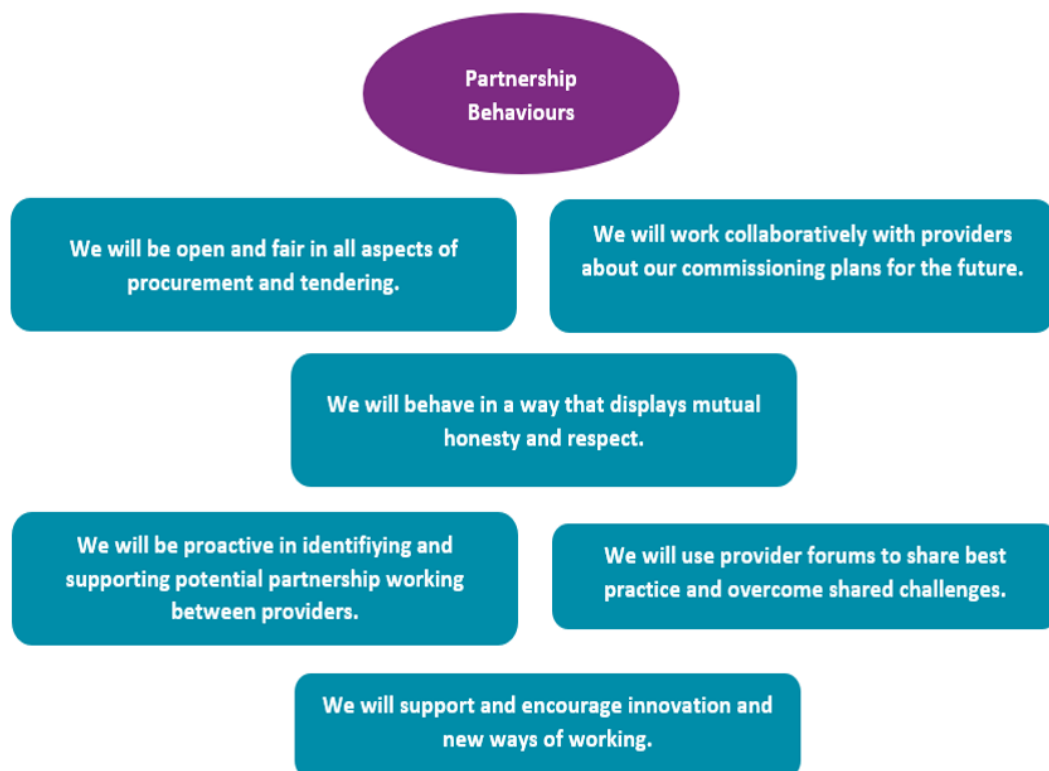
- We have included within our Commissioning Strategy what we mean by 'best value' – this does not just mean price. The duty of best value applies to all public bodies in Scotland and is a statutory duty. Best Value is about ensuring that there is good governance and effective management of resources, with a focus on improvement to deliver the best possible outcomes for the public.
- We are clear that Best Value in a procurement context means awarding a contract based on evaluating and comparing all established quality criteria where cost is not the sole determining factor in the award. The evaluation outcomes are determined by an evaluation panel led by our procurement experts.
- We are committed to monitoring and evaluating our commissioned services through Fife Council's Monitoring and Evaluation Framework for our grant funded providers and through our contractual terms and conditions which our contracted providers are subject to. We continually monitor our commissioned services to determine how well organisations are meeting their agreed objectives in line with our Strategic Plan 2023 – 2026, Vision, Mission, and Priorities. Our monitoring arrangements are detailed within our Commissioning Strategy 2023 – 2026.
- Our Commissioning Strategy 2023 – 2026 makes a commitment to working collaboratively with our partners across the third and independent sectors as equals to plan, design and deliver innovative social care solutions that ultimately improve outcomes for the people of Fife.

Partnership behaviours and expectations of our Providers

As stated in the draft of the Commissioning Strategy: “The delivery of high quality, person-centred health and social care services is fundamental to achieving our vision. With this in mind, we have developed a number of behaviours that our providers can expect from the Partnership and a number of expectations that we would expect our providers to display.”

Both proposed Partnership Behaviours and Provider Expectations were shared with the stakeholders during the consultation. Comments were invited by asking:

- What else, if anything we should be doing as a Partnership?
- What else, if anything, should we be expecting from our Providers?



We asked:

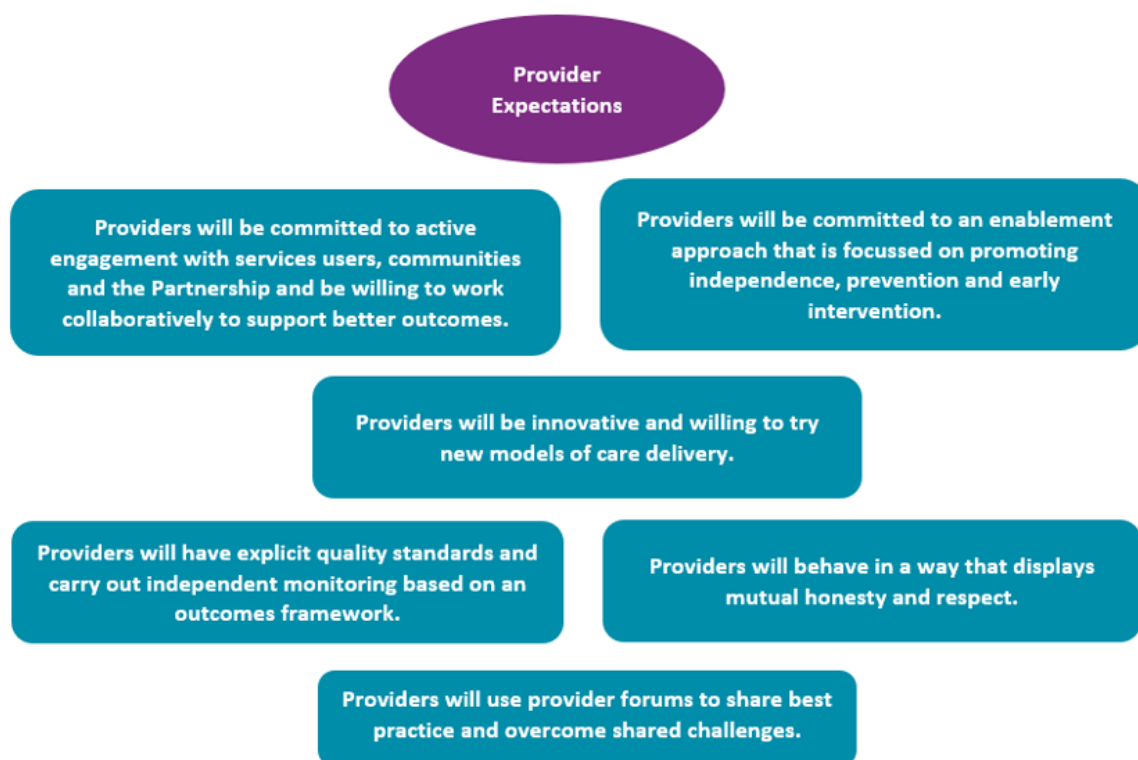
What else if anything we should be doing as a Partnership?

You said:

- Regular individual meetings with providers to build relationships and give opportunities for these discussions. Basically, reintroduce contract monitoring meetings, at least annually, but preferably twice a year.
- Making sure people know how & where to get help
- Ensuring the behaviours are adhered to from the outset and maintained - not gradually slipping further and further.
- Encouraging and supporting smaller community groups to seek advice and support/get started often communities have great ideas but no real clue in how to get started and how to maintain/grow the service/support they offer and end up abandoning ideas before they are really off the ground.

We did:

- Make a commitment to supporting small and medium sized enterprises and third sector organisations that are interested in working with the public sector to access free training, support and information from the Supplier Development Programme including the opportunity to attend 'meet the buyer' events. ([Supplier Development Programme | Helping you bid better \(sdpscotland.co.uk\)](https://sdpscotland.co.uk)).
- We are committed to contract monitoring and have detailed in our Commissioning Strategy our approach to monitoring commissioned services. Commissioned Services via grant awarded funding to third sector providers are subject to monitoring in line with Fife Council's Monitoring and Evaluation Framework whilst our contracted providers are subject to contract monitoring via our contractual terms and conditions. Our contract monitoring activity allows the Partnership to work with and provide support to voluntary and independent sector organisations, ensures organisations have good governance and control systems, ensures that there is a mechanism in place to measure how well organisations are meeting their agreed objectives and provides the Partnership with a framework to demonstrate that public money is being spent efficiently and effectively. We will take this comment regarding contract monitoring meetings on board and consider this further.
- We are committed to supporting our providers through ensuring that we offer our providers access to timely, clear and transparent information about our expectations and future intentions. We will keep our providers up to date with any significant changes in our workforce so that they know who to contact and how to escalate issues.



We asked:

What else, if anything, should we be expecting from our Providers?

You said:

- This is really for established providers. There needs to be something for small providers who are 'growing' in response to the needs they see around them, i.e. they will be nurtured to grow; and they will be supported/resourced to achieve the above expectations'.
- Providers showcasing the good work they do to support local people

We did:

- Make a commitment to supporting small and sized medium enterprises and third sector organisations that are interested in working with the public sector to access free training, support and information from the Supplier Development Programme including the opportunity to attend 'meet the buyer' events. ([Supplier Development Programme | Helping you bid better \(sdpscotland.co.uk\)](https://sdpscotland.co.uk)).

- We are committed to co-creating Provider Collaborative meetings with the aim of maintaining positive working relationships, encouraging collaboration to co-produce innovative social care solutions and provide the opportunity for shared learning.

Most comments were supportive of the Providers expectations saying:



Final Comments

And finally... we asked for further comments on the Draft of the Commissioning Strategy 2023 - 2026...

“As stated, I believe that Fife HSCP and relevant boards are making changes and are quite positive in achieving this.”

“It’s a full, ambitious, and positive strategy to support development of services post pandemic.”

“The theory is excellent and has been well thought out.”

“A good strategy and well presented. Only concern is that digital interfaces will replace human face-to-face contact.”

“It looks modern and fit for purpose”

“The commitments are good, hopefully they will improve people’s experiences and lives”

“We are excited to see this draft strategy and be involved in the opportunities to work with the partnership on delivery of these commitments.”

“It is a promising start looking forward to the results.”

“Thank you for inviting me to comment. Pleased to be part of the strategy.”

“I personally think this is a very positive, proactive way forward and appreciate that a lot of very hard work has went into this strategy. Well done to all involved and those who lead this.”

“The principles underpinning the strategy are sound and the commitments to early intervention / prevention / enablement as well as the emphasis on positive relationships with providers are welcomed. We need to ensure that the ambitions of the strategy translate into practice.”

Conclusion

The consultation highlighted the willingness and passion of Fife population to get involved in the shaping of the Fife Health and Social Care Services.

We have gathered a lot of quality data through this consultation that will not only inform the Final draft of the Commissioning Strategy 2023 - 2026; but will also be used within the work that is currently ongoing around Digital and Prevention and Early Intervention Strategies.

It was evident through this consultation that although digital technology has its benefits; the human contact is a very important and we have addressed concerns by changing the wording of priority one which focuses on technology enabled care.

Overall, the response to the consultation highlighted the support for this ambitious strategy. We, as a Partnership looking forward to delivering on this strategy, while working together with our partners delivering health and social care service for people of Fife to enable them to live independent healthy lives.

Further information about the strategic planning process in Fife, including opportunities to get involved in consultation or other engagement events, is available on our website: www.fifehealthandsocialcare.org.

Appendices

Appendix 1: Consultation Paper

Fife HSCP Commissioning Strategy 2023 to 2026: Consultation

We are now seeking your views on the draft Commissioning Strategy. This short survey provides an opportunity for you to tell us what you think of the draft Plan.

The Commissioning Strategy sets out the context in which we will develop our approach to commissioning and takes account of our vision and strategic priorities in our newly published Strategic Plan 2023 – 2026

Fife-Strategic-Plan-2023-to-2026-FINAL.pdf (fifehealthandsocialcare.org).

Our commissioning directions, standards and activities will continue to be informed by our ongoing engagement with local people and local providers both in the private and third sector and we are keen to hear your views.

We are also keen to hear the views of our staff from across Fife Health and Social Care Partnership and NHS Fife

This consultation should take approximately 20 minutes to complete.

The information that you provide will be anonymised and included in reports and presentations – you will not be identified.

Further information on data protection is available on our website:
www.fife.gov.uk/kb/docs/articles/privacy-notice/health-and-social-care

If you require assistance, or would like this form in an alternative format, please contact HSCP.ParticipationEngagement@fife.gov.uk.

The closing date for responses is Friday 31st March 2023.

Thank you for taking the time to provide your comments and suggestions – your feedback is very important to us.

Section 1

About you

1. Which of the following best describes you

- A person who works for the Third/Voluntary Sector or Organisation
- A person who works for the Independent Sector
- A person working for Fife HSCP
- A person who works in NHS Fife
- A person working for Fife Council
- A member of the IJB/SPG or project steering group
- A member of the public
- A service user
- Other

2. Are you responding as an individual or an organisation

- Individual
- Organisation

3. Please name the organisation

Section 2

What is Commissioning?

Commissioning is the process by which health and social care services are planned, purchased and monitored.

Why is it important?

Commissioning helps us to determine the most effective and efficient way of using available resources to design and deliver services.

How does it affect me?

Our approach to commissioning supports how we design and deliver services which will ultimately improve outcomes for the people of Fife.

Additional Information

Our Commissioning Strategy 2023 – 2026 is a high level Strategy which details what our approach to our Commissioning activity will be over the next three years. Further tailored consultation will be developed for individual services and you will have the opportunity to give your views on the development of any social care services that are of interest to you.

We invite you to share your views on our refreshed Commissioning Strategy 2023 – 2026. You can choose what sections to complete, all questions are optional.

Section 3

The Vision of the Commissioning Strategy 2023 - 2026

Vision

To commission high quality, local, sustainable, and collaborative services that are person-centred and outcome-focused, that support the delivery of care provision at the right time and in the right place, and enable people to live independent and healthier lives in their own home, and within their own community.

How will we achieve this?

We will make a commitment to delivering an outcome focused approach to commissioning which supports all partners to work effectively together to create innovative, high-quality, individualised care provisions and support solutions, that are aligned to strategic priorities and local needs. Our contracting and commissioning activity will encompass a commitment to community wealth building, sustainable and ethical purchasing and the climate change agenda.

Do you agree with the vision?

- Yes
- No
- Not sure

Please provide comments to support your views

Section 4

Your views

We would now like to ask for your views on key areas of the Commissioning Strategy. This will cover:

- Our Commissioning Principles
- Our Commissioning Priorities
- Partnership Behaviours
- Expectations of Providers

Section 5

Our Commissioning Principles

- 
 - We will commission social care services locally wherever possible.
 - We will work with our localities to ensure that they have an active role in local planning of health and social care service provision.
- 
 - We will demonstrate a commitment to community wealth building and embed sustainable and ethical purchasing practices in all our commissioning activity.
 - We will make a commitment to work collaboratively with our partners to create innovative and sustainable health and social care solutions.
 - We will balance innovation and risk in our commissioning practice.
- 
 - We will actively promote commissioning solutions that enable prevention and early intervention.
 - We will actively promote self care and self management.
 - We will continue to support our unpaid carers and ensure that their needs are met.
- 
 - We will invest in enablers to support integration.
 - We will adopt a whole system approach to our commissioning practice.
 - We will co-design and co-produce solutions with our partners and communities.
- 
 - We will commission services with an outcome focus.
 - We will ensure feedback from those who use social care services is at the heart of our development and improvement plans.

Our principles have been developed in line with our identified Strategic Priorities as published in our Strategic Plan 2023 - 2026. Do you agree with our Commissioning Principles? What else should we be doing?

Section 6 Our Commissioning Priorities

Our Commissioning Strategy identifies the following five priorities to enable achievement of our Commissioning Strategy vision and strategic priorities within our Strategic Plan 2023 – 2026. This is not inclusive of all the Partnerships re-design, improvement and development work, however these have been identified as significant to responding to the challenges that we face within the social care sector and achievement of the Partnerships vision, mission and priorities. We will work closely with our other Strategy leads to deliver these priorities.

Priority 1 The changes we need to make

Through our commissioning practice, there will be an increase in the choice and availability of social care services through implementation of digital solutions where appropriate in line with our Digital Strategy.

What will success look like?

An increase in technology enabled care, empowering individuals to successfully manage their own care and wellbeing.

Where we want to be in 2026

Alternative models of care embedded across all relevant health and social care services (video conferencing, the use of self-assessment tools, technology enabled care).

Do you agree with this priority?

- Yes
- No
- Not sure

What else should the Partnership be doing to achieve this priority?

Priority 2 The changes we need to make

Through our commissioning practice, there will be a commitment to commission services locally wherever possible, maximising opportunities for collaborative commissioning with our partners with

the aim of improving services, outcomes, processes, and efficiency.

What will success look like?

An increase in the number of local providers that we commission and an increase in the number of collaborative commissioning projects underway.

Where we want to be in 2026

Collaborative commissioning is embedded in all commissioning practice and services are commissioned locally wherever possible.

Consistency of service/carer for the service user leading to improved service user satisfaction.

Minimising unnecessary travel for providers and reduction in the environmental impacts in line with Fife Council's climate change agenda.

Do you agree with this priority?

- Yes
- No
- Not sure

What else should the Partnership be doing to achieve this priority?

Priority 3

The changes we need to make

Commissioning practice will actively promote solutions that enable prevention and early intervention in line with our Prevention and Early Intervention Strategy.

Our commissioning activity will demonstrate a commitment to community wealth building and sustainable and ethical purchasing practices.

What will success look like?

A service model which focusses on prevention and early intervention and promotes community-based supports over residential settings and builds resilience through self-care and self-management.

Commissioning activity that promotes positive health and wellbeing choices.

Where we want to be in 2026

Social Care Providers who actively support our Prevention and Early intervention strategy by building resilience, encouraging independence, and empowering individuals to take ownership of their own health and wellbeing.

Do you agree with this priority?

- Yes
- No
- Not sure

What else should the Partnership be doing to achieve this priority?

Priority 4

The changes we need to make

Commissioning practice will adopt a whole system approach with solutions co-designed and co-produced with our partners and communities. We will ensure that feedback from those who use and those who deliver social care services is at the heart of our development and improvement plans through ongoing engagement activity in line with our Participation and Engagement Strategy.

What will success look like?

Collaborative working with all partners, communities, and localities to inform decision making around our commissioning plans.

Where we want to be in 2026

Robust participation and engagement with our partners and service user groups including those groups who are hard to reach and protected characteristic groups.

Commissioning decisions based on proactive input from people with lived experience evidenced through an increased participation and engagement activity e.g. Care Sector Forums and Market Engagement activity.

Do you agree with this priority?

- Yes

- No
- Not sure

What else should the Partnership be doing to achieve this priority?

Priority 5

The changes we need to make

Our commissioning activity in line with our Medium-Term Financial Strategy will encompass our duty of Best Value delivering on continuous improvement through effective ways of working, finding innovative and creative social care solutions and using our financial resources effectively to deliver better outcomes for the people of Fife.

What will success look like?

Best Value principles embedded in our commissioning approach and effective use of our financial resources to transform services.

Where we want to be in 2026

Maximisation of our resources to transform models of care leading to more sustainable care models and better outcomes for the people of Fife.

Do you agree with this priority?

- Yes
- No
- Not sure

What else should the Partnership be doing to achieve this priority?

Section 7

Partnership behaviours and expectations of our Providers

The delivery of high quality, person-centred health and social care services is fundamental to achieving our vision. We want to work collaboratively with our providers to encourage a culture of innovation, best practice and continuous improvement.

We want to build on our existing good working relationships with our voluntary and independent sector care providers and demonstrate a continual commitment to partnership working as well as ensure that feedback from those who use, and those who deliver, social care services is at the heart of our development and improvement plans.

With this in mind, we have developed a number of behaviours that our Providers can expect from the Partnership and a number of expectations that we would expect our Providers to display.

Section 8

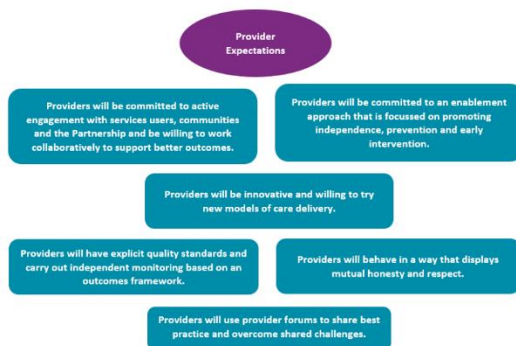
Partnership Behaviours



What else, if anything, should we be doing as a Partnership?

Section 9

Expectations of providers



What else, if anything, should we be expecting from our Providers?

Section 10

Final Comments

Our Commissioning Strategy has been developed with the aim of improving services, outcomes, processes and efficiency and encompasses the following commitments:

- A commitment to maximising collaborative commissioning opportunities.
- A commitment to community wealth building.
- A commitment to sustainable and ethical purchasing practices and innovative solutions.
- A commitment to commissioning solutions that enable prevention and early intervention and promote self-care and self-management.
- A commitment to continued support for unpaid carers.
- A commitment to ongoing strengthened relationships with our partners.
- A commitment to ensuring that feedback from those who use and those who deliver social care services is at the heart of our development and improvement plans.

Are there any other comments that you would like to make about the Commissioning Strategy 2023 - 2026?

Appendix 2: List of contacted Stakeholders

Fife Wide Public Groups				
NHS Virtual Forum	Methven House	Excel Care Services	Hourglass Scotland	Later Life Choices Glenrothes
Fife Council Peoples Panel	Mossview Residential Home	Fife Care	Third Sector Organisations	LEAD - Scotland
Fife Care Homes	Newlands Residential Home	G&J Care	Abbeyfield Kirkcaldy Society Ltd	Link Living
Abbeyfield House	Orchardhead House	Gibson Training & Care Ltd	Abbeyview Day Centre	Marie Curie
Abbotsford Cowdenbeath Nursing Home	Peacloven	Handy Services	Aberdour Day Care Association	NHS Fife Addiction Services
Abbotsford East Wemyss Nursing Home	Pittair House	Heartlink	Adapt (FASS/FCDS)	North East Fife Befriending Project
Abbotsford Glenrothes Nursing Home	Preston House	Hierarchy Support Services	Age Concern Cupar	Nourish
Abbotsford Headwell Nursing Home	Riverview	Hilcrest Futures (previously Gowrie)	Alzheimer Scotland	Psin Association Scotland
Abbotsford Kinglassie Nursing Home	Robert Allan Unit	Horizon Support	Arden House	PAMIS
Abbotsford Methil Nursing Home	Roselea Care Home	Integrity Social Care Solutions	Asian Older People Group	Penumbra
Abbotsford Raith Manoir Nursing Home	Rosturk House	J.C.Mical Care Group	Auchtermuchty Middy Club	People First
Abbotsford Newburgh Care Home	Scoonie Care Home	Kenylink	Auchtermuchty Old Peoples Welfare	Phoenix Futures
Alexander House	St Andrews House	Kingdom Support & Care	Autism in Fife	Quarriers
Auchtermains Residential	St Serfs Care Home	Leonard Cheshire Disability	Care & Share Companionship	Restoration Fife
Balfarg Care Centre	Strathview	Link Living	Castle Furniture	Royal Voluntary Service
Balnacarron	The Beechez Care Centre	L-O-V-E Care	Citizens Advice Rights Fife	Sacro
Bandrum Nursing Home	Villa Atina	Oran Homecare	Continuing Care North East Fife	Safe Space
Barrogil Residential Home	Walton Care Home	Prestige (Previously Elite)	Couple Counselling (Relationships Scotland Couple Counselling Fife)	Samaritans Dunfermline
Benarty View Nursing Home	West Park Nursing Home	Quarriers	Cruise	Samaritans Kirkcaldy
Bennoch Lodge	Wilby House	Real Life Options	Dalgaty Bay Day Care Association	SAMH
Benore Care Home	Willow House Nursing Home	Richmond Fellowship	Day Centre Services Ltd	Scottish Care
Camilla Nursing Home	Woodside Court Nursing Home	SAMH	Deaf Blind Scotland	Scottish Drugs Forum
Camore Nursing Home	Jean Mackie Centre	Scottish Autism	Defence Medical Welfare Service (DMWS)	Scottish Huntingtons Association
Chapel Level Nursing Home	Ladywalk	Sense Scotland	Dementia Services Development Centre	Seescape
Craighead Nursing Home	Lindsay House	Thistle Care Solutions Ltd	Disabled Persons Housing Service Fife	SMART
Craigie House	Matthew Fyfe	Wheatley Group (was Barony Housing)	Dunfermline Advocacy	STAND (Striving for a new day)
Earlsferry House	Methilhaven	Time For You Care Group	Enable	Strathmiglo & District Lunch Club
Elizabeth House	Napier House	Fife Equalities groups	ENERGI	Support in mind Scotland
Farnlea Residential Home	Northeden	Fife Centre for Equalities	Equal Voice in Central Fife	Talk Matters
Finavon Court	Oatlers House	Transgender Fife	Express Group	The Autism Network
Forth Bay Nursing Home	Care at Home Providers	Fife International Forum	Fife Alcohol Support Service	Wheatley Care (Formerly Barony)
Forthview Care Home	1st Homecare	Fife LGBT+ Community	Fife Boomerang	We are with You (Formerly Addiction)
Gibson House	ACS	Al-Anon Family Groups	Fife Carers Centre	Fife Localities Groups
Glenburnie Care Home	Eidyn Care	Bluslight	Fife Chinese Older People	Cowdenbeath Locality Group
Glenside Lodge	Allied Health Care	Dunfermline Camera Club	Fife Circles Network	Dunfermline Locality Group
Gowrie House Nursing Home	Ark Housing	Dunfermline Central Mosque and Islamic Centre	Fife Day Care Services Ltd	Glenrothes Locality Group
Harbour Care	Assisted Services	Fife Breastfeeding Mums	Fife Employment Access Trust	Kirkcaldy Locality Group
Henderson House	Avenue	Fife Gingerbread	Fife Forum	Levenmouth Locality Group
Hilton Court	Avicenna Care Ltd	Fife Pride	Fife Rape & Sexual Assault centre	North East Fife Locality Group
Hepburn Court / West Lodge (Glamis Centre)	Balmoral	Fife Women's Aid	Fife Shopping & Support Services	South West Fife Locality Group
Leven Beach	Blue Star	Impact Funding Partners	Fife Voluntary Action	
Leys Park Nursing Home	Caley Home Care	Leonard Cheshire Services (Fife)	FIRST	
Links View	Capability Scotland	Loch of Shining Waters	Food Train	
Lizter House	Care Plus	Pink Saltire	Frontline Fife	
Lomond Court Nursing Home	Cora Care	Victim Support Fife And Central	Homelands Trust	
Lomond View	Connected Care	Dementia Friendly Fife	Homestart Glenrothes (Glenrothes Community House)	
Lunardi Court Nursing Home	Constance Care	Veterans First Point	IncludeME	
Marchmont	Crossroads Fife	A veterans best friend	KASP (Kingdom Abuse Survivors Project)	
	Enable Scotland	Greener Kirkcaldy	Kindred Advocacy	