

HEALTH & SOCIAL CARE



New models of
meeting priority
needs



Innovation



Learning

RedQuadrant working with Gateshead Council

Review of Social Care Commissioning

RedQuadrant were commissioned to review social care commissioning activity for children and adults' social care services. We used a self-assessment tool, developed with the LGA, to assess the effectiveness of strategic commissioning arrangements and identify improvements.

Gateshead wanted a review of social care commissioning activity for children and adults to ensure that it was effective, efficient, and supported the council to achieve its strategic outcomes and taking account of innovative practice and positive impact, commissioning practice, procurement practice, governance, partnerships and strategic approach.

There was a concern that, although there were pockets of good practice, the approach to commissioning was largely reactive, procurement-driven, and neither strategic nor whole system-focused in approach.

RedQuadrant assessed local practice in relation to strategic commissioning. The approach was based on our view of strategic commissioning as being 'deciding on how to use the total resource available to achieve desired outcomes in the most efficient, effective and sustainable way'. RedQuadrant used an innovative self-assessment tool, developed by their sister organisation, The Public Service Transformation Academy, for the Local Government Association's (LGA) Partners in Care and Health Programme, which assesses council performance against eight aspects of this broader definition in a face-to-face workshop

setting. Using a workshop setting also enabled staff to develop a greater understanding of their role within the wider commissioning context.

From discovery and analysis, RedQuadrant worked with Gateshead to develop a set of recommendations, focused on embedding strategic commissioning within the two directorates. These were accepted both by the directorates and the broader council leadership team and formed the basis for a new commissioning strategy. RedQuadrant have since been invited back by the council to assess progress against the recommendations and to help embed a similar approach across the remainder of the council.

Quote from client

“Adults and Children’s Social Care Departments of Gateshead Council jointly commissioned RedQuadrant to undertake a review of our commissioning practice to identify any strengths and weaknesses in the existing approach. The outcome was the development of an action plan and a presentation to our Corporate Management Team which instigated a corporate review of commissioning across the Council. The approach RedQuadrant undertook was inclusive and supportive and the team worked alongside council officers to formulate an improved approach to commissioning with a focus on outcomes.”

Dale Owens, Strategic director Adult Social Care

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