
Building Health Partnerships

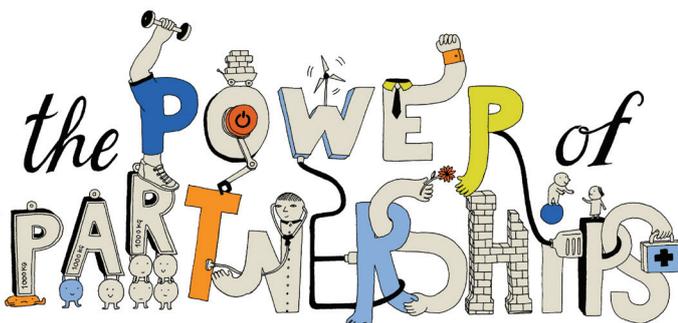
No. 01

One of a series of Partners in Practice case studies from the Building Health Partnerships programme.

Demonstrating and measuring social impact in Dudley

Bringing commissioners into a new conversation with the voluntary, community and social enterprise (VCSE) sector, the Dudley Building Health Partnership programme has created a common system for demonstrating and measuring social impact.

This is making commissioning a more collaborative process, leading to better health and care outcomes in Dudley.



IVAR Institute for
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Key points

- Engagement at the highest level is crucial. Dudley Clinical Commissioning Group's chair and chief officer believed strongly in the value of the VCSE sector and were clear that it was a significant part of the solution to reduce A & E admissions.
- Shared and trusted information is essential for commissioners and providers to improve health and social care services together. Clarity, honesty and transparency were key to the Dudley partnership's success.
- Measuring the broader social impact of commissioning, as well as the personal impact of interventions on patients, will ensure value for money and put communities in control of local health decisions.
- Recognise the benefits of working in partnership. Come to it with an open mind, be prepared to change and make the most of the opportunities available to engage with CCGs.

“The project is improving the intelligence of the commissioning process and making sure the VCSE is plugged in at each stage.”

ABOUT BUILDING HEALTH PARTNERSHIPS

The Building Health Partnerships programme aims to improve health outcomes through supporting the development of effective and productive partnerships between Clinical Commissioning Groups (CCGs), local authorities and voluntary, community and social enterprise (VCSE) organisations. Supported by NHS England, the programme is delivered by Social Enterprise UK in partnership with the Institute for Voluntary Action Research (IVAR). It takes a facilitative approach, working with a cross-sector group.

“Sometimes an impetus is needed to bring people together. Building Health Partnerships provides that. By focusing on just a couple of main priorities we have given ourselves the chance to see real, measurable results.”

The core sessions include the following:

- a diagnostic session to create a shared understanding of the national and local health policy context
- a partnership development session to cement partnership working and develop an area-based action plan to address the key challenges
- an expert seminar to tackle specific local needs and build local knowledge
- a partnership development session to embed learning and review delivery of action plans
- additional bespoke support and facilitation from a dedicated facilitator.

 Find out more: www.socialenterprise.org.uk/buildinghealthpartnerships

Background

With a focus on practical solutions to addressing local health needs, the CCG and Dudley CVS have worked together to develop a better model of co-production that includes:

- an agreed approach on engagement and value for money across organisations and sectors
- a system of evidence collection and use to ensure communities are influencing local decisions.

The Building Health Partnerships programme presented an opportunity to take this work forward through facilitated sessions that would achieve the following outcomes:

- a common system to measure distance travelled, which can calculate a personal social impact score and social value score on services delivered by the VCSE sector
- VCSE organisations collect and appropriately share data for both soft and hard outcomes
- develop sustainable services delivered by VCSE organisations, improve efficiencies and map trends, enabling them to improve the customers' journey
- commissioning priorities and service specifications are proactively shaped by the shared evidence base and data set, driven by collaborative conversations between the VCSE and commissioners.

Our approach

“What has been unique is the high level leadership involved — it's pushed it higher up the agenda,” said Neil Bucktin, Head of Partnership Commissioning at Dudley CCG.

The project brought together, with the CCG and local authority, over 15 VCSE organisations that reflected the care and support services commissioned by the CCG and Adult Social Care.

One of them was Summit House Support, a charity that provides a safe environment for people affected by and living with HIV/AIDS, helping them to reach their full potential.

The project partners identified good practice at Summit House in the form of a Personal and Social Impact Action Measurement System (PSIAMS). They agreed that a common system built on PSIAMS could demonstrate impact and social value, inform commissioning and be used for joint funding bids.

What we did

Once Summit House had been identified as a source of good practice, the focus shifted to supporting the process of replicating this.

- Mark Ellerby from Summit House Support presented to the group on measuring value and the impact of customer journeys, giving an overview of the PSIAMS.
- VCSE organisations shared information about the intelligence and data they collect, signing up to a pilot project that would test PSIAMS with their current work and processes.
- Partners looked at their existing systems and external reporting requirements, identifying where they might need additional support.

- Summit House Support led on a cascade training approach to reach staff in each organisation.
- Commissioners worked with the group to consider when and how this intelligence should be used.
- Dudley CVS captured learning from the project and kept partners connected through a blog and social media.

What was the impact?

Community Engagement Manager at Dudley CCG Helen Ashford said: "Currently the CCG business case process is being rewritten with new governance structures and a focus on engagement. Building Health Partnerships has created better opportunities for the VCS contribution to be incorporated into this."

The data collected by organisations through PSIAMS is already helping to inform and shape current and future health and care commissioning intentions, especially in integrated care, location of services and the efficiency of interventions.

From a VCSE perspective, the project is helping organisations to embed partnership working with the CCG and local authority commissioners into their practice. Staff have been able to see that the work involved in PSIAMS is not additional to the evidence they already collect and actually brings it together more effectively.

Dudley CCG is seeking to make a substantial investment in PSIAMS to ensure all providers, not just VCSE organisations, collect and share the same data.

The group is now working with the local authority, public health, Healthwatch and the library service to gather feedback on the recently launched Dudley Community Information Directory and identify ways to develop this to support social prescribing within the borough.

Social Enterprise UK

We are the national body for social enterprise. We are a membership organisation. We offer business support, do research, develop policy, campaign, build networks, share knowledge and understanding, and raise awareness of social enterprise and what it can achieve. We also provide training and consultancy for clients of all kinds.

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HOW TO FIND OUT MORE

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Online resources:

Dudley BHP Blog

<http://buildinghealthpartnerships.dudley.wordpress.com/2014/01/11/understanding-the-social-value-and-impact-of-our-work>

Social impact measurement system

www.psiams.org.uk

Dudley Community Information Directory

<http://www.dudleyci.co.uk/kb5/dudley/asch/home.page>

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www.socialenterprise.org.uk/buildinghealthpartnerships

Institute for Voluntary Action Research

We work to understand, support and strengthen voluntary and community sector (VCS) organisation and management using action research. We work collaboratively; concentrate on problem-solving; and want our work to be relevant and practically useful.

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